

CalFresh

Policy Handbook



Transitional Assistance

CalFresh POLICY HANDBOOK

CHAPTER 1

Application

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Definitions and Terms

Introduction

The terms defined below are used in the CalFresh program and will be used in this chapter.

Definitions

Advance Issuance: Households apply for benefits after the 15th of the month and are eligible to receive benefits for the month of application and the following month are issued both months' benefits at the same time. The second month's benefits are "advance issued".

Allotment: The total value of CalFresh a household is authorized to receive during a calendar month.

Application Date (regular): The date the SAWS1/CF 285 is signed or received in the office.

Application Date (e-app): The date the application is received in the Office Assistant's C4Yourself e-app Workload Inventory.

Application Form: The Initial Application For CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs (SAWS 1) and the Application for CalFresh Benefits (CF 285) are the required application forms for CalFresh. The Recertification for CalFresh Benefits (CF 37) form is used by Non-Assistance CalFresh (NACF) cases to recertify for CalFresh. See the "Electronic Application (e-app)" definition for an electronic application.

Authorized Representative (AR): A person designated by the household to act on behalf of the household to make an application and/or use the CalFresh allotment.

Cal Etac: The debit card used by the CalFresh customers to access their EBT benefits.

Categorical Eligibility (PA CE): A CalFresh household in which all CalFresh household members receive or are eligible to receive *Category 30, 32, 33, or 35* CalWORKs, except CalFresh households with an Intentional Program Violation (IPV) or work requirement disqualified members.

Certification Period: The period in which a case (both Regular and Transitional CalFresh) is eligible for benefits. A household must complete a Recertification (RC) at the end of the certification period to continue receiving CalFresh.

Change Reporting (CR): Households that are not required to report semiannually. These households are subject to prospective budgeting on a monthly basis. CR includes the following households:

- Homeless,
- Elderly and disabled with no earned income,
- Seasonal/migrant farm worker, and
- Households residing on an Indian Reservation.

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Definitions and Terms, continued

Definitions (Continued)

Collateral contact: The verbal or written confirmation of a household's circumstances by a person outside the household. Collateral contacts shall be used when it would be difficult or impossible for the household to obtain necessary verification. Some examples of acceptable collateral contacts are: employers, landlords, utility companies, and neighbors.

Commodities Food Program: A food distribution program, which provides households to commodities instead of CalFresh. This program is Federally funded and monitored, but administered by Tribal Indian councils such as the Indian Health Inc. for Riverside and San Bernardino County. Participation in this program by any or all household members makes the household ineligible for CalFresh participation.

Date eligibility is established: The date the Eligibility Worker (EW) determines that all conditions of eligibility have been met. Applications must be processed within 15 days of this date.

Destitute: Household whose only income:

- Was received prior to date of application and was from a terminated source or,
- Is from a new source and only \$25 or less will be received in the ten days following date of application.

Disabled Household Member: A disabled CalFresh household member is one who is eligible to receive:

- Social Security benefits due to disability or blindness (Supplemental Security Income/State Supplementary Payment (SSI/SSP) recipients are not CalFresh eligible)
- Permanent disability retirement benefits from a government agency
- VA benefits based on total disability for a veteran or disabled surviving spouse/child
- Railroad retirement benefits and is eligible for Medicare or is determined to be disabled under the Railroad Retirement Act of 1974
- VA Aid and Attendance benefits for a veteran or surviving spouse declared permanently housebound
- California Assistance Program for Immigrants (CAPI)
- Medi-Cal benefits due to disability or blindness, specifically Medi-Cal aid codes 24, 26, 27, 2H, 36, 64, 66, 67, 6H, 6A, 6C, and 6G.

Documentation: Written records to support eligibility, ineligibility, and benefits level determinations in sufficient detail to permit a reviewer to determine reasonableness and accuracy of the determination.

Electronic Application (e-app): An application the customer completes through the Internet and submits to a District office. This application is called C4 Yourself.

Electronic Benefit Transfer (EBT): An electronic system that allows a customer to authorize transfer of their CalFresh benefits from the CalFresh EBT account to a retailer account to pay for food products received.

Electronic Signature: Used for on-line applications. Customers will check the box indicating he/she has read and agreed with the rules and regulations outlined.

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Definitions and Terms, Continued

Definitions (continued)

Eligibility Determination: An eligibility determination is made when the household is given eligibility information that is specific to the case and is based on the household's specific income, circumstances, and composition.

Expedited Service (ES): The district issuance of emergency benefits because a household meets certain criteria. In C-IV, referred as "*Rush Issuance*".

Expiration of the Transfer Period: The expiration of the transfer period occurs at the end of the month in which benefits are discontinued for cause or at the end of the month following the 30-day transfer period, which ever is earlier. This would occur after the sending county either mails or electronically transfers the notification of the Inter-County Transfer (ICT) to the receiving county. By mutual agreement of the counties involved, the transfer of responsibility may occur at an earlier date.

Head of Household: The household member applying for the household and acting as the household payee.

Homeless Households: Homeless is lacking a fixed and regular nighttime residence or whose primary nighttime residence is:

- A supervised shelter, halfway house, institution for homeless mentally ill
- Temporary residence with another
- A place not designated for sleeping such as a hallway or bus station.

Household Type: Used to describe a household's assignment to Non-Assistance (NA) or Public Assistance (PA) for CalFresh eligibility determination (PA household is further defined as categorically eligible or non-categorically eligible).

Income and Eligibility Verification System (IEVS): A federally mandated system used to request, exchange, and provide information for the purpose of verifying eligibility for the amount of CalFresh issued.

Initial application and certification: This definition serves multiple purposes:

- For the purpose of determining verification requirements:
 - The first application for benefits a household has ever filed.
 - An application for certification filed after at least a one-month break since the household was last certified.
 - An application received from any household that was immediately and previously certified in another county/state regardless of whether or not there has been a one-month break since the household was last certified.
- For the purpose of prorating benefits:
 - The first application for benefits a household has ever filed.
 - An application for CalFresh filed after at least one-month break in certification.

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Definitions and Terms, Continued

Definitions (continued)

Intentional Program Violation (IPV): The household member's intentional failure to provide correct or complete information to determine eligibility and benefit level.

Journal: The written recording of details describing a sequence of events not documented elsewhere in the case. The "who, what, when, where, and how", including who recorded the information in case actions.

Migrant/Seasonal Farm worker: Migrant farm workers travel from place to place and seasonal farm workers are non-migrating individuals employed in agriculture production. Households containing a migrant/seasonal farm worker are entitled to ES if destitute.

Mixed CalFresh household: CalFresh households in which some, but not all, members are in the PA assistance unit. A mixed CalFresh household is considered the same as a Non-Assistance (NA) household for reporting purposes.

Modified Categorical Eligibility (MCE): Non-Assistance (NA) CalFresh households are categorically eligible when a Temporary Assistance for Needy Families (TANF) Maintenance of Effort (MOE) funded service is made available to the household. The resource limit test is waived for these households.

Non-Assistance (NA): A CalFresh household containing some or all members not eligible to, or not receiving, federal cash aid benefits.

Non-Categorical Eligibility (PA Non-CE): A public assistance CalFresh household, which is not considered categorically eligible because one or more CalFresh household members are disqualified for IPV or work registration requirements.

Opportunity to participate: The requirement to provide eligible households with an EBT card and benefits available by the 30th day following application date (unless denied or notice extending the pending period to 60 days due to agency or household delays).

Postponed verification: The process of postponing receipt of certain verification when Expedited Services (ES) is issued.

Public Assistance (PA): A CalFresh household in which all members are receiving or authorized to receive cash aid benefits. PA households are further defined as CE or Non-CE.

Questionable information: When the household has presented inconsistent information verbally, on the current application, in previous records or from outside sources.

Recertification (RC): Certification process for participating households to re-establish eligibility for an assigned certification period.

Rush Issuance: Method of issuing CalFresh benefits on an expedited basis (Expedited Service) in C-IV.

Continued on next page

Definitions and Terms, Continued

Definitions (continued)

Temporary Assistance for Needy Families (TANF) Maintenance of Effort (MOE): A requirement for a state to spend a minimum specified amount of state funds for benefits and services for low-income families to satisfy the state's obligation in order to receive federal grant funds.

Thirty (30) Day Transfer Period: The 30-day transfer period begins the date the sending county informs the receiving county of the transfer, either via the postmarked date if mailed or the date of the electronic transfer of the notification of the ICT. When the 30th day falls on a Saturday, Sunday, or legal holiday, the first business day following the weekend or holiday is considered to be the last day of the 30-day transfer period.

Timeliness: Specific time frames within which a household or EW must complete required actions on an add person request, application, or re-evaluation.

Transfer period: The period during which the first county remains responsible for the CalFresh benefits during the ICT process.

Transitional CalFresh: A five-month period of CalFresh benefits to which a CalFresh household may be eligible when terminated from CalWORKs.

Uninterrupted benefits: The right of a household to receive CalFresh benefits on their normal benefit date when a new certification period begins, and under certain circumstances.

Verification: The use of third-party information or documents to establish the accuracy of the statements on the application or report forms and to support the determination of eligibility, ineligibility, or benefit level.

Verified Upon Receipt (VUR): Reported information that is not questionable, the provider is the primary source of information, and no further information is needed to take action. Information that is VUR must be acted upon, regardless of whether it increases, decreases, or causes a discontinuance of CalFresh benefits. Information that is not VUR is not required to be acted upon, with the exception of an additional person to the household. In add person instances, appropriate verification is to be requested. VUR only applies to the CalFresh program, however, reports to other programs must be assessed for VUR and appropriate action must be taken for CalFresh.

Application Overview

Introduction	An application is the method by which an individual, family, or group requests CalFresh.
Reference	<p>The following references are applicable to the information under this topic.</p> <ul style="list-style-type: none">• Manual of Policies and Procedures (MPP) 63-301• All County Letter (ACL) 03-18
General process	The application process includes completing and filing an application, being interviewed, and having certain information verified.
Minimum filing requirements	<p>The household may file an incomplete application form so long as the form contains the applicant's name and address, and is signed by a responsible member of the household or the household's authorized representative. The Transitional Assistance Department (TAD) shall document the date the application was filed by recording on the application the date it was received by the district office.</p>
Methods for filing the CalFresh application	<p>Households must file the CalFresh application by submitting the forms/request to the CalFresh office either:</p> <ul style="list-style-type: none">• In person• Through an authorized representative• By mail• By fax• By Internet (C4Yourself e-app) <p>Each household shall be advised of their right to file an application on the same day they contact the CalFresh office during office hours. When a call is received expressing interest in obtaining CalFresh assistance, TAD will encourage the household to file an application form on the same day either in person or on line. When the household chooses to receive an application through the mail, the application will be mailed to the household on the same day the telephone request is received.</p>
Applying for CalFresh	<p>Per regulation, a household is required to complete only one application containing at least the minimum filing requirements to apply for CalFresh. Once such an application is submitted, the household is not required to complete and/or sign any further application forms for that specific certification period.</p>

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Application Overview, Continued

Applying for CalFresh (continued)

There are four forms that may be used to apply for CalFresh. The table below provides information for each application form regarding:

- Name and form number (if applicable) of the application,
- Other programs for which the application may be used, and
- Circumstances when the application is (or may be) used.

Application form	Programs	Circumstances
Initial Application For CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs (SAWS 1)	<ul style="list-style-type: none"> • CalFresh • CalWORKs • Medi-Cal/Health Care Programs 	Used by customers who: <ul style="list-style-type: none"> • Apply or recertify for CalFresh and/or other assistance programs within a TAD office. • Request an application through the mail.
Application For CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs (SAWS 2 Plus)	<ul style="list-style-type: none"> • CalFresh • CalWORKs • Medi-Cal/Health Care Programs 	May be obtained from outside organizations to apply for CalFresh and other assistance programs.
Application for CalFresh (CF 285)	CalFresh only	<ul style="list-style-type: none"> • Used to recertify for CalFresh (Non-Assistance CalFresh (NACF) cases only). • May be used by customers who do not recertify for CalFresh and subsequently reapply by submitting the CF 285 that was included in the Recertification (RC) packet. • May be obtained from outside organizations to apply for CalFresh.
e-Application (C4Yourself)	<ul style="list-style-type: none"> • CalFresh, • CalWORKs • Medi-Cal/Health Care Programs 	Used by customers who apply for CalFresh and/or other assistance programs at www.c4Yourself.com .

Who may sign the CalFresh application

Applications contain the penalty of perjury statement and must be signed by one adult household member or authorized representative, or a responsible minor when the household is composed entirely of minors and has no adult to act on its behalf. The signature on a faxed application is considered a valid signature, as is electronic signature on the C4Yourself e-app. An original application is not required after a faxed application or an e-application is submitted.

Foster Care youth “aging out”

An outreach effort has been made to help Foster Care youths “aging out” to apply for CalFresh benefits. Help completing the CalFresh application is provided by After Care Providers and Social Workers (SWs).

Existing CalWORKs applicants

An existing CalWORKs-only customer who requests to apply for CalFresh will be provided a CF 285 to complete and return to the county. The Eligibility Worker (EW) will also inform the customer of the following information:

- The Beginning Date of Aid (BDA) for CalFresh is based on the date the application is received by the county.
- The application should be filled out as much as possible, but must contain at least a name, address, and signature.
- The customer may also apply for CalFresh via an e-application at www.C4Yourself.com.

Advance Eligibility Determination Process

Introduction	This section contains information about the Advance Eligibility Determination (AED) Process.
Overview	<p>All CalFresh applications submitted at a Transitional Assistance Department (TAD) office must go through the Advance Eligibility Determination (AED) process. This process involves:</p> <ul style="list-style-type: none">• Reviewing the customer's:<ul style="list-style-type: none">– Initial Application For CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs (SAWS 1) or Application for CalFresh (CF 285), and– Case Information (TAD 278 ID) form,• Completing the CalWORKs/CalFresh AED Worksheet (AED 100), and• Using the Advance Eligibility Determination (AED) Reference Tool (AED 99) to guide the AED worker in determining:<ul style="list-style-type: none">– The need for an expedited appointment for applicants with Immediate Need (IN) or Expedited Service (ES) eligibility, and– Potential eligibility for programs. <p>Note: See the “C4Yourself e-Application” section of this handbook for more information about the e-application process.</p>
Homeless applicants	<p>Applicants who are homeless will:</p> <ul style="list-style-type: none">• Complete the AED process, and• Receive a same day appointment with an intake Eligibility Worker (EW).
Combination Medi-Cal/Non Assistance CalFresh applications	Applications for Non-Assistance CalFresh (NACF) are taken and processed by the Medi-Cal/NACF intake combo workers and CalWORKs/CalFresh intake workers. Medi-Cal applications are taken and processed by Medi-Cal intake workers. The AED interviewer will be utilized to determine potential eligibility for the combination Medi-Cal /NACF applications.
Appointment requirement	All persons have a right to file an application. Applicants who request an appointment, including “obviously ineligible” applicants, will receive a return appointment with an EW for the eligibility determination process.
AED – OA procedure	Office Assistants (OAs) have specific duties and requirements prior to and following the intake EW AED procedure. For more information on required OA actions during the AED process, see the “Reception – CalWORKs/CalFresh” section in Chapter 2, Reception - Customer Service of the TAD Office Procedures Handbook (TOPHB).

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Advance Eligibility Determination Process, Continued

AED – Intake EW procedure

Selected intake EWs will be assigned the duty of AED Interviewer. The AED Interviewer will perform the following actions after the Reception OA places paperwork in the designated AED interviewer tray:

Step	Action																								
1	Obtain completed paperwork from the AED tray.																								
2	Review the program eligibility information on the TAD 278 ID and the SAWS 1 (see “Program eligibility information” block in this handbook section).																								
3	<p>Review C-IV and the Medi-Cal Eligibility Determination System (MEDS) and determine the following:</p> <ul style="list-style-type: none"> <i>Are benefits being received in another county and/or is the case a potential Inter-County Transfer (ICT)?</i> <table border="1"> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>Yes,</td><td> <ul style="list-style-type: none"> Request the case be assigned to the office ICT worker for appropriate e-ICT actions, Journal all actions taken, and Stop here. </td></tr> <tr> <td>No,</td><td>Go to the next question.</td></tr> </table> <i>If the case was previously discontinued/denied, was the discontinuance/denial appropriate?</i> <table border="1"> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td> <ul style="list-style-type: none"> Yes, or The case was not previously discontinued/denied, </td><td>Go to the next question.</td></tr> <tr> <td>No,</td><td>Restore aid going back to discontinuance/denial date.</td></tr> </table> <i>Does the Non Assistance CalFresh (NACF) applicant meet the restoration of eligibility and benefits criteria?</i> <table border="1"> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>Yes,</td><td> <p>Provide the customer the choice of providing the missing items or completing the application process, and:</p> <table border="1"> <tr> <th>If the customer chooses to...</th><th>Then...</th></tr> <tr> <td>Provide the missing items,</td><td>Go to the “Restoration process – Customer in office” block in the Restoration of Eligibility and Benefits section of this chapter for required actions.</td></tr> <tr> <td>Complete the application process,</td><td>Go to Step 4.</td></tr> </table> </td></tr> <tr> <td>No,</td><td>Go to Step 4.</td></tr> </table> 	If...	Then...	Yes,	<ul style="list-style-type: none"> Request the case be assigned to the office ICT worker for appropriate e-ICT actions, Journal all actions taken, and Stop here. 	No,	Go to the next question.	If...	Then...	<ul style="list-style-type: none"> Yes, or The case was not previously discontinued/denied, 	Go to the next question.	No,	Restore aid going back to discontinuance/denial date.	If...	Then...	Yes,	<p>Provide the customer the choice of providing the missing items or completing the application process, and:</p> <table border="1"> <tr> <th>If the customer chooses to...</th><th>Then...</th></tr> <tr> <td>Provide the missing items,</td><td>Go to the “Restoration process – Customer in office” block in the Restoration of Eligibility and Benefits section of this chapter for required actions.</td></tr> <tr> <td>Complete the application process,</td><td>Go to Step 4.</td></tr> </table>	If the customer chooses to...	Then...	Provide the missing items,	Go to the “Restoration process – Customer in office” block in the Restoration of Eligibility and Benefits section of this chapter for required actions.	Complete the application process,	Go to Step 4.	No,	Go to Step 4.
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No,	Go to Step 4.																								

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Advance Eligibility Determination Process, Continued

AED – Intake EW procedure (continued)

Step	Action						
4	Inform the applicant: <ul style="list-style-type: none"> • Of the potential to receive ES (See the AED 99), • About C4Yourself.com and creating an account (internet access is required), and • About the Interactive Voice Response system (IVR). <ul style="list-style-type: none"> – If the applicant would like more information about C4Yourself or IVR, advise him/her to see the district office's designated person one half-hour before the scheduled intake interview appointment. 						
5	Interview the applicant and complete the AED 100 (see the "Eligibility determination" block in this handbook section).						
6	Schedule a return appointment, and: <table border="1" data-bbox="526 762 1421 1144"> <thead> <tr> <th>If the application is for...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>CalWORKs and CalFresh...</td><td>Notate the face-to-face appointment date and time on the Application Summary (TAD 127). Manually generate an Appointment Letter</td></tr> <tr> <td> <ul style="list-style-type: none"> • CalFresh only, or • CalFresh and Medi-Cal, </td><td> <ul style="list-style-type: none"> • Notate the phone interview appointment date and time on the TAD 127 for CalFresh, and • Follow current practice for Medi-Cal applications. </td></tr> </tbody> </table> <p>Note: If the applicant is eligible to ES, CalFresh benefits must be issued no later than the third calendar day following the date of application.</p>	If the application is for...	Then...	CalWORKs and CalFresh...	Notate the face-to-face appointment date and time on the Application Summary (TAD 127). Manually generate an Appointment Letter	<ul style="list-style-type: none"> • CalFresh only, or • CalFresh and Medi-Cal, 	<ul style="list-style-type: none"> • Notate the phone interview appointment date and time on the TAD 127 for CalFresh, and • Follow current practice for Medi-Cal applications.
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7	Attach a copy of the AED 100 and TAD 127 to the SAWS 1, TAD 278 ID, and TAD WTW CKLST 101 (if applicable) and forward to the Intake/Pending OA.						

Note: If the customer is applying for both Medi-Cal and NACF, the AED interview is for NACF purposes only. The customer has the option of completing the Medi-Cal application by mail or at the same time as the NACF application.

Program eligibility information

The AED EW interviewer will utilize the AED 99 and review the following forms and specific questions to determine potential program eligibility:

Form	Program Eligibility Information
TAD 278 ID	Single individuals without children applying for CalWORKs only.
SAWS 1	Reported resources/income do not exceed limits for the family size.
AED 100	Income and Resource information.

Continued on next page

Advance Eligibility Determination Process, Continued

Eligibility determination

After interviewing the applicant customer, the AED EW interviewer will determine if potential program eligibility exists, and:

If potential eligibility...	Then the AED interviewer will...
Exists for CalWORKs/ CalFresh,	<ul style="list-style-type: none"> Schedule the customer for a return appointment with an intake EW. Complete the TAD 127 and give it to the customer. Initial the TAD 278 ID (to identify who interviewed the customer). Forward the completed TAD 278 ID, SAWS 1, TAD WTW CKLST 101, AED 100 and a copy of the TAD 127 to the Intake/Pending OA to complete C-IV and MEDS research, pend the application and enter the customer's appointment into the Customer Schedule Detail page in C-IV. <p>Note: If the customer is eligible to IN/ES, he/she will be scheduled for a return appointment no later than the next work day. <i>CalFresh must be issued no later than the third calendar day following the date of application for households eligible to ES.</i></p>
Does not exist for CalWORKs/ Calfresh,	<ul style="list-style-type: none"> Verbally inform the customer he/she is not eligible. Forward the application to the Intake/Pending OA for research and pending prior to completing the denial process. Process the denial within appropriate timeframes, entering appropriate information in C-IV to ensure the correct denial NOA is generated. Journal the case action/information in C-IV. Image supporting documents. <p>Note: If the denial action is for a:</p> <ul style="list-style-type: none"> CalWORKs or CalWORKs/CalFresh application – C-IV will complete an auto-test and open a pending MC program; the MC application is then assigned to a MC intake EW. NACF application – No MC action needs to be taken and no further action is required. MC/NACF application with a NACF denial – The MC application is handled separately.

Important: The customer will be scheduled for a return appointment if potential eligibility does not exist and:

- The customer requests an appointment, **or**
- Employment hours/income are questionable.

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Advance Eligibility Determination Process, Continued

Intake EW responsibilities

If eligibility exists for CalFresh, the intake EW will do the following:

Step	Action
1	Review the SAWS 1, MEDS and C-IV research, and AED 100 received from the Intake/Pending OA.
2	Conduct an interview with the customer.
3	<ul style="list-style-type: none">• Complete the root questions and detail pages in C-IV, and• Process the application according to established guidelines.
4	Image the TAD 127, TAD 278 ID, SAWS 1, MEDS print out, and other supporting documents.

Note: The AED 100 will not be imaged into C-IV.

Monitoring of AED process

The Eligibility Worker Supervisor I (EWS I) will monitor the AED process by:

- Randomly checking wait times for AED interviews.
- Reviewing workload inventories on a weekly basis to ensure denials are completed correctly.

EWS I and District Managers (DMs) will monitor the Intake board to ensure appointments are being kept within the mandated timeframes.

RESERVED

FOR

FUTURE USE

RESERVED

FOR

FUTURE USE

RESERVED

FOR

FUTURE USE

Application Interview

Introduction	<p>This section contains information about the application interview for a CalFresh household.</p>
Definition and purpose	<p>The application interview is an official and confidential discussion of the household's circumstances, which directly relates to the determination of eligibility and issuance.</p> <p>The purpose of the application interview is to review the household's application and Statement of Facts, clarifying, noting, and resolving changes and discrepancies. The individual interviewed may be the:</p> <ul style="list-style-type: none">• Head of Household,• Spouse,• Other responsible household member, or• Authorized Representative (AR). <p>Note: If the application is also for CalWORKs, the CalWORKs rules for who must attend the interview apply. Refer to CalWORKs Policy Handbook (CWPHB) Chapter 1 – Application for more information.</p>
Interview location	<p>CalFresh intake interviews should be completed via telephone. However, a face-to-face interview may be scheduled when and where appropriate. When scheduling interviews, consider the household's special circumstances such as work schedules, disabilities, and transportation.</p> <p>At the customer's request, a face-to-face interview can be conducted in the district office or other mutually acceptable location, including the household's residence, if scheduled in advance.</p>
Informing requirements	<p>Eligibility Workers (EWs) are required to advise all households of:</p> <ul style="list-style-type: none">• Expedited Service (ES) rules,• Rights and Responsibilities as stated on the Rights, Responsibilities and Other Important Information (SAWS 2A SAR) form,• Work registration and participation requirements,• How to complete and submit the SAR 7 Eligibly Status Report (SAR 7) as shown on the SAR 7 sample and the How To Fill Out Your SAR 7 Eligibility Status Report (SAR 7A) form,• Application processing timeframes for their situation,• Availability of a Homeless Shelter Standard deduction, and• Prospective budgeting and how benefits will be calculated.
Interview requirements	<p>The following requirements apply to CalFresh households:</p> <ul style="list-style-type: none">• The interview is usually the date of application, but <u>must be</u> within 10 calendar days of the application filing date.• Households requesting ES must be interviewed no later than three calendar days following the date the application was received.• Required verifications for identity, noncitizen status, income, etc. must be requested in writing.

Continued on next page

Application Interview, Continued

Interview scheduling

The chart below describes application situations and interview scheduling requirements.

Situation	Is an interview scheduled?
<ul style="list-style-type: none"> Applicant customer has completed the Initial Application For CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs (SAWS 1) prior to the interview, EW reviews the completed application and conducts a full interview, Application For CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs (SAWS 2 Plus) is completed and given to the customer, and All verifications needed to process the case program have been provided. 	No: A face-to-face interview has been completed.
<ul style="list-style-type: none"> SAWS 1 is received and ES informing completed, ES is not requested by the applicant customer, and SAWS 2 Plus was not completed. 	Yes: Within 10 calendar days of the date the SAWS 1 is received.
<ul style="list-style-type: none"> Applicant customer has completed the SAWS 1 and returned it to the county via mail, and Household does not meet criteria to waive the face-to-face interview (e.g., CalWORKs case). 	Yes: Within 10 days of the date the signed SAWS 1 is received (date stamped into the office).
<ul style="list-style-type: none"> Applicant customer completed the SAWS 1 and was given the SAWS 2 Plus during the initial interview, Household needs to provide verification, and EW gives written request to the household to provide verification within 10 days. 	Optional: The applicant customer may return items at an appointment or by mail, fax or in the office drop-off box.
Applicant customer completes the e-Application in C4Yourself.	A phone interview must be completed within 10 days of the date the e-Application is received in C-IV.

Note: If the household misses the intake interview, the EW must send the Notice of Missed Interview (NOMI) (CF 386) informing the household to contact the county and request another interview within 30 days of the application date, or the application will be denied.

Continued on next page

Application Interview, Continued

SAWS 2 Plus

The SAWS 2 Plus is used to support the initial CalFresh application (SAWS 1, CF 285, e-application, or an applicant-completed SAWS 2 Plus). It contains information obtained from the initial application, interview, and verifications. This information is used in determining eligibility to CalFresh.

CalFresh applicants are only required to submit one application containing the minimum filing requirements (name, address and signature). Customers applying for CalFresh only are not required to sign the SAWS 2 Plus since they have already signed a SAWS 1, CF 285, or an e-application (via e-signature). However, the SAWS 2 Plus must be generated and saved in the C-IV system and a copy offered to the customer for his/her records.

The CalWORKs program requires the SAWS 2 Plus be signed by the applicant customer. Therefore, customers who apply for both CalFresh and CalWORKs program are required to sign the SAWS 2 Plus.

Interview process – CalFresh only

The EW will take the actions below when conducting an application interview with a customer who has applied for CalFresh only:

Step	Action		
1	Complete all appropriate C-IV Detail pages, including the Non-financial and Financial Root Questions.		
2	Generate the SAWS 2 Plus from the C-IV Template Repository.		
3	Complete necessary manual entries on the SAWS 2 Plus (see the “Manual entries for the SAWS 2 Plus” block in this section for more information).		
4	Save the SAWS 2 Plus by selecting Save and Print Locally . It is <u>critical</u> that the Save and Print Locally is selected to save the SAWS 2 Plus in C-IV.		
5	Review the SAWS 2 Plus with the customer. If an error or incorrect answer is discovered, make the correction(s) in C-IV, and generate and save a new SAWS 2 Plus.		
6	Offer the customer a copy of the SAWS 2 Plus for his/her records, and:		
	If the customer...	And the interview is...	Then...
	Requests a copy of the SAWS 2 Plus,	Face-to-face,	Print and provide the customer with the SAWS 2 Plus.
		Over the phone,	Print and mail the customer a copy of the SAWS 2 Plus.
	Declines a copy of the SAWS 2 Plus,	<ul style="list-style-type: none">• Face-to-face, or• Over the phone,	<ul style="list-style-type: none">• Close the SAWS 2 Plus screen in C-IV, and• Ensure the SAWS 2 is saved in the C-IV case file.
7	Journal all actions taken.		

Continued on next page

Application Interview, Continued

Interview process – CalFresh and CalWORKs

The EW will take the actions below when conducting an application interview with a customer who has applied for both CalFresh and CalWORKs:

Step	Action						
1	Complete all appropriate C-IV Detail pages, including the Non-financial and Financial Root Questions.						
2	Generate the SAWS 2 Plus from the C-IV Template Repository.						
3	Complete necessary manual entries on the SAWS 2 Plus (see the “Manual entries for the SAWS 2 Plus” block in this section for more information).						
4	Save the SAWS 2 Plus by selecting Save and Print Locally . It is <u>critical</u> that the Save and Print Locally is selected to save the SAWS 2 Plus in C-IV.						
5	Print the SAWS 2 Plus.						
6	Review the printed SAWS 2 Plus with the customer. If an error or incorrect answer is discovered, make the correction(s) in C-IV, and save and reprint the SAWS 2 Plus so the correct signature page can be signed by the customer.						
7	Have the customer or AR sign the SAWS 2 Plus, and: <table border="1"> <tr> <th>If the interview is...</th><th>Then...</th></tr> <tr> <td>Face-to-face,</td><td>Have the customer or AR sign the SAWS 2 Plus at the interview.</td></tr> <tr> <td>Over the phone,</td><td> <ul style="list-style-type: none"> Mail the SAWS 2 Plus to the customer to sign and return the signature page 7 within 10 days. Set a Task to follow up on the return of the SAWS 2 Plus. <p>Note: CalFresh is <u>not</u> subject to denial if the customer fails to sign and return the SAWS 2 Plus.</p> </td></tr> </table>	If the interview is...	Then...	Face-to-face,	Have the customer or AR sign the SAWS 2 Plus at the interview.	Over the phone,	<ul style="list-style-type: none"> Mail the SAWS 2 Plus to the customer to sign and return the signature page 7 within 10 days. Set a Task to follow up on the return of the SAWS 2 Plus. <p>Note: CalFresh is <u>not</u> subject to denial if the customer fails to sign and return the SAWS 2 Plus.</p>
If the interview is...	Then...						
Face-to-face,	Have the customer or AR sign the SAWS 2 Plus at the interview.						
Over the phone,	<ul style="list-style-type: none"> Mail the SAWS 2 Plus to the customer to sign and return the signature page 7 within 10 days. Set a Task to follow up on the return of the SAWS 2 Plus. <p>Note: CalFresh is <u>not</u> subject to denial if the customer fails to sign and return the SAWS 2 Plus.</p>						
8	Give/mail the customer the SAWS 2 Plus (if not already mailed) and a copy of the certification/signature page.						
9	Image the original certification/signature page into C-IV. The entire SAWS 2 Plus does not need to be imaged.						
10	Journal all actions taken.						

Note: The EW can assist the customer if he/she is physically or mentally unable to complete the SAWS 2 Plus.

Continued on next page

Application Interview, Continued

Manual entries for the SAWS 2 Plus

The SAWS 2 Plus contains questions requiring responses that do not match any C-IV Data Collection page; therefore, there are questions which require manual entries. Manual entries will be completed **after** generation of the SAWS 2 Plus but **before** clicking the **Save and Print Locally** button at the bottom of the page. All manual entries will be highlighted in yellow for easy identification.

The table below includes questions on the SAWS 2 Plus that require manual entries:

#	Question
6c	Reason for not having a Social Security Number: Other
6e	If citizenship has changed in the last 12 months, what changed?
6k	Is there a child or disabled person in the household who needs care from another household member? If yes, please explain.
6o	Has anyone ever gotten a cash bonus or penalty, or help with child care, transportation or other service from the Cal-Learn program? <ul style="list-style-type: none"> Name Where (County) Date(s) Received
6p	Was anyone listed in question 6 ever in foster care? <ul style="list-style-type: none"> Name When State Is this person 26 years of age or younger and were they in foster care on their 18th birthday?
6q	Is there a foster care child living in your home? <ul style="list-style-type: none"> If yes, who? Was this child(ren) placed in your home under a dependency order of the court? Do you want the foster care child(ren) counted in your CalFresh case?
6r	Does everyone listed in question 6 live in California and expect to keep living here? If no, please explain.
7	Unearned income: If this income is not expected to continue, please explain.
8	Earned income: <ul style="list-style-type: none"> If this income is not expected to continue, please explain. Did the County help you get this job?
14	Other special need? Specify
15	Household Expense: If Homeless Shelter Expenses are paid, the worker will enter this manually.
16	Will only populate medical expenses if the Expense Category is Medical Expenses Paid Out of Pocket Not Reimbursed .
17	Other Tax Deductible Expenses if expenses are " Other ", the worker will enter this manually.
18	Does anyone in question 6 get food at any of the following? <ul style="list-style-type: none"> If yes, who? What Program?
21	Does everyone listed in question 6 buy and prepare food with you? If no, list the people who don't buy and prepare food with you.
27	<ul style="list-style-type: none"> Is someone renting the home from the owner? How much rent does the owner get?
38	Does the household want to apply for a special need payment for housing or essential household items lost or damaged due to sudden and unusual circumstances, such as a fire, earthquake or flood? If yes, please explain:

Continued on next page

Application Interview, Continued

Manual entries for the SAWS 2 Plus Appendices

Appendices A, B and C of the SAWS 2 Plus contain questions that do not match any C-IV Data Collection page; therefore, each appendix will require manual entries. Manual entries will be completed **after** generation of the SAWS 2 Plus but **before** clicking the **Save and Print Locally** button at the bottom of the page. All manual entries will be highlighted in yellow for easy identification.

The table below shows the questions in each appendix that require a manual entry:

Appendix	Question #(s)
A	All questions require a manual entry.
B	3
C	9 and 11

Note: Manual entries will be required for all questions when an individual appendix is retrieved from the C-IV Template Repository.

Failure to attend interview or provide verification

Applicant customers who fail to attend the intake interview or submit requested verification within 10 days are subject to denial. See the Denial section in this chapter for more information.

C4Yourself e-Application

Introduction

This section contains information about the C4Yourself electronic Application (e-Application).

General information

The following is general information regarding the C4Yourself e-Application:

- An applicant/recipient may submit a CalFresh application or Re-Evaluation/Recertification (RE/RC) on the C4Yourself website.
 - C4Yourself will not accept applications that do not contain at least a name, address, and signature.
 - The e-Application informs customers about Expedited Service (ES). When the applicant customer answers the ES/IN questions, an “ES/IN” response appears on the e-Application Summary page, under ES/IN. If the applicant customer has not answered the ES/IN questions, a “No” response appears. The Eligibility Worker (EW) must evaluate all e-Application customers for ES regardless of the ES/IN response on the e-Application Summary page and include this evaluation in the Journal.
 - The applicant customer electronically signs the application by establishing a username and Personal Identification Number (PIN) through C4Yourself.
 - The CalFresh e-Application intake or RE/RC interview can be completed over the phone.
 - The questions listed on the e-Application are from the Initial Application for CalFresh, Cash Aid, And/Or Medi-Cal/Health Care Programs (SAWS 1) and the Application for CalFresh, Cash Aid, And/Or Medi-Cal/Health Care Programs (SAWS 2 Plus).
-

Generic Date of Birth

To pend an application in C-IV, the applicant's name and Date of Birth (DOB) are required. In some instances an e-Application may not have the applicant's DOB. If the Office Assistant (OA) is unable to determine the applicant's DOB through customer contact or research in the Medi-Cal Eligibility Data System (MEDS), a generic DOB of 01/01/1970 will be used. The OA will Journal the following:

- Short Description: Generic DOB
- Long Description: DOB not listed on the e-Application
 - Unable to obtain DOB from customer or MEDS. Generic DOB 01/01/1970 assigned to (customer's name).

Important Note: If a generic DOB is used, the EW may need to:

- Correct a MEDS alert,
 - Correct the Client Index Number (CIN) and/or Social Security Number, and
 - Request Income and Eligibility Verification System (IEVS).
-

Homeless e-Application

The OA will enter the Transitional Assistance Department (TAD) district office address in C-IV if the customer states he/she is homeless on the e-Application. Any mailing addresses provided on the e-Application will be entered accordingly in C-IV.

Continued on next page

C4Yourself e-Application, Continued

Required forms The EW is responsible for mailing required forms to the e-Application customer; see Operation and Reference Handbook (ORHB), Chapter T, e-Tools for the list of required forms.

Processing the e-Application Once the C4Yourself e-Application has been assigned, the EW will process the application following the instructions in the table below:

Step	Action						
1	Review the e-App, including requests for ES, prior to the phone interview. Note: If the customer also applies for CalWORKs through the e-Application, the customer will be scheduled for a face-to-face interview.						
2	Telephone the customer at the scheduled time, and: <table><tr><th>If the customer...</th><th>Then the EW will...</th></tr><tr><td>Answers the call,</td><td><ul style="list-style-type: none">• Conduct the interview, and• Go to Step 3.</td></tr><tr><td>Does not answer the call,</td><td><ul style="list-style-type: none">• Call again 15 minutes later,• Conduct the interview if the customer answers and then go to Step 3, or• Send a Notice of Missed Interview (NOMI) (CF 386) to the customer if he/she does not answer the phone,• Journal all actions, and• No further action is required.</td></tr></table>	If the customer...	Then the EW will...	Answers the call,	<ul style="list-style-type: none">• Conduct the interview, and• Go to Step 3.	Does not answer the call,	<ul style="list-style-type: none">• Call again 15 minutes later,• Conduct the interview if the customer answers and then go to Step 3, or• Send a Notice of Missed Interview (NOMI) (CF 386) to the customer if he/she does not answer the phone,• Journal all actions, and• No further action is required.
If the customer...	Then the EW will...						
Answers the call,	<ul style="list-style-type: none">• Conduct the interview, and• Go to Step 3.						
Does not answer the call,	<ul style="list-style-type: none">• Call again 15 minutes later,• Conduct the interview if the customer answers and then go to Step 3, or• Send a Notice of Missed Interview (NOMI) (CF 386) to the customer if he/she does not answer the phone,• Journal all actions, and• No further action is required.						
3	Review the responses to the questions on the e-App with the customer, and: <ul style="list-style-type: none">• Clarify the unanswered questions and Journal the responses from the customer, or• Post back the application to C4Yourself for the missing answers, only if the customer has immediate access to a computer. Note: The SAWS 2 Plus is not required to be generated or provided to the customer.						
4	Follow the instructions in the C-IV User Guide, Transferring Data to C-IV , and: <ul style="list-style-type: none">• Accept the applicable trees, and• Update the e-Application status to Transferred to C-IV.						

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C4Yourself e-Application, Continued

Processing the e-Application (continued)

Step	Action						
5	Process ES/Advance Issuance, if eligible. Note: Identification of applicant/Authorized Representative (AR) must be provided before issuing ES/Advance Issuance. See the “Expedited Services” section in this chapter for more information.						
6	Mail the required forms and CW 2200 – Request for Verification requesting the needed verification(s) with a due date to the e-Application customer, and: <table><tr><th>If the customer...</th><th>Then...</th></tr><tr><td>Provides the required verifications/forms,</td><td>Process the application within the established guidelines.</td></tr><tr><td>Does not provide the required verifications/forms,</td><td>Follow the denial policy located within this chapter.</td></tr></table> Note: In addition to mailing the CW 2200, the EW may use the Post Back feature on the C4Yourself website <i>if the customer has immediate access to a computer.</i>	If the customer...	Then...	Provides the required verifications/forms,	Process the application within the established guidelines.	Does not provide the required verifications/forms,	Follow the denial policy located within this chapter.
If the customer...	Then...						
Provides the required verifications/forms,	Process the application within the established guidelines.						
Does not provide the required verifications/forms,	Follow the denial policy located within this chapter.						
7	Journal all actions.						

E-Application Journal entries

Journaling all case actions is extremely important, especially actions taken on e-Applications. This is crucial to the case record. When CalFresh is reviewed by Quality Control (QC), a comparison of the e-Application answers, C-IV answers and Journal entries will be reviewed.

Application Procedures

Introduction This section contains information about procedures and actions taken during the CalFresh application process.

Approval time frames When the customer meets all eligibility requirements, the Eligibility Worker (EW) will approve CalFresh (run Eligibility Determination and Benefit Calculation (EDBC)) within the appropriate time frame.

The Beginning Date of Aid (BDA) regulations must be followed carefully and equitably. The application must be processed when eligibility is established. The following rules apply to both the intake and additional person processes:

- All applications must be processed within 30 days from the date of application.
- EWs should take action to process cases as soon as eligibility is established, but no later than 15 calendar days after required verification is provided.
- If a case is partially eligible (i.e., one undocumented noncitizen, caretaker and other children meet criteria), CalFresh will be granted for the eligible person(s).
- Expedited Service (ES) requests must be processed (benefits made available to the household) ***no later than the third calendar day following the date the application was received***. The three calendar days begin the day after the date of the application. See the Expedited Service section in this chapter for more information about ES.

Denial time frames When the customer does not meet eligibility requirements within set time frames, the EW will deny the application and send an appropriate Notice of Action (NOA).

An application will be denied:

- At the time of application if the ineligibility is obvious (i.e. income that is substantially over the limit for the household size), or
- When ineligibility occurs prior to certification, even if the household was eligible to CalFresh in the month of application, or
- When the customer has failed to:
 - Attend the intake interview within 30 days of the application date, or
 - Provide requested verification within 30 days of the application date.

Exception: If the household is not income eligible for the month of application only, benefits will be effective the first of the following month.

Eligibility in initial month only Some households may be eligible to CalFresh in the initial month but then be ineligible in the continuing month due to a reasonably anticipated change in income or expenses. In these cases, the EW will approve the case in the initial month. The case must then be discontinued by running EDBC for the continuing month with a SAR 7 Run Reason.

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Application Procedures, Continued

Failure to apply for all household members

When a customer lives with other individuals who are required to be included in the CalFresh household, such as a spouse, parents with children under the age of 22, or members who purchase and prepare together, and the customer has not included these individuals on the application, the customer is allowed 30 days to provide the required information/verification for the other household members.

The EW must complete certain actions when the customer fails to apply for all household members. Use the chart below to determine what actions to take:

If the customer...	Then...						
Fails to include the other individuals,	Give the customer 30 days from the date of application to provide the information (Name, Social Security Number, resources, and income) of the household member(s), and: <table><tr><th>If the information is...</th><th>Then...</th></tr><tr><td>Provided,</td><td>Process the application.</td></tr><tr><td>Not provided,</td><td>Deny the application.</td></tr></table>	If the information is...	Then...	Provided,	Process the application.	Not provided,	Deny the application.
If the information is...	Then...						
Provided,	Process the application.						
Not provided,	Deny the application.						
Refuses to include the other individuals in the household,	<ul style="list-style-type: none">• Give the customer 30 days from the date of application to provide the information.• Deny the application on the 30th day for refusing to apply for all individuals in the household.						

Continued on next page

Application Procedures, Continued

Withdrawal of application

CalFresh households may voluntarily withdraw their application at any time **prior** to the determination of eligibility.

If the request is made...	Then...
Verbally (In person, with or without a written request, or via the telephone),	<ul style="list-style-type: none">• Document the reason for withdrawal, if one is given.• Inform the household of their:<ul style="list-style-type: none">– Right to reapply at any time, and– Loss of appeal rights.
<ul style="list-style-type: none">• In writing (other than in person), or• Via telephone message,	<p>Attempt to contact the household by telephone to:</p> <ul style="list-style-type: none">• Confirm the request,• Document the reason for withdrawal, if one is given, and• Inform of their:<ul style="list-style-type: none">– Right to reapply at any time, and– Loss of appeal rights.

Action is then taken in C-IV as follows:

Step	Action
1	Complete the Negative Action Detail page.
2	<ul style="list-style-type: none">• Run Eligibility Determination and Benefit Calculation (EDBC), and• Accept and Save the results.
3	<ul style="list-style-type: none">• Reject the C-IV generated Notice of Action (NOA), if it contains the NA 9 back, and• Send the household the Notice of Withdrawn Application (CW 10) with the appropriate program checked on the form.
4	<p>Journal all actions taken, including that the household was informed of their:</p> <ul style="list-style-type: none">• Right to reapply at any time, and• Loss of appeal rights.

Withdrawal requests after eligibility determination

An application cannot be withdrawn after an eligibility determination has been made. The EW will continue the application process following an eligibility determination and either approve or deny the case. Benefits may be discontinued per customer request after case approval. See the C-IV User Guide – CalWORKs/CalFresh – Requested Discontinuance for more information.

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Application Procedures, Continued

Denial or withdrawal examples

The following are examples of when an application should be denied and when it should be considered a withdrawal:

Situation 1: The customer is 20 years old and is applying for CalFresh. During the interview it is discovered that he lives with his parents who are not listed on the 278 ID.

- **Example – Withdrawal of Application:**

The EW informs the customer all persons in the home must be listed on the 278 ID. The customer states he does not want to include all persons and wants to withdraw the application.

In this situation the EW could accept a withdrawal from the customer because the EW did not provide the customer eligibility information that is specific to the customer's case.

- **Example – Denial of application:**

The EW informs the customer all persons in the home must be listed on the 278 ID and, since he lives with his parents and is under the age of 22, they must be included in the CalFresh household. The customer states he does not want to include the others and wants to withdraw his application.

In this situation the EW would **not** accept a withdrawal from the customer because the withdrawal request is based on eligibility information the EW provided to the customer that is specific to the customer's case (this information being that the customer is under the age of 22 and therefore must include his parents in the CalFresh household). This application must be denied.

Situation 2: The customer applies for CalFresh for herself and one child. During the interview the EW discovers that the customer lives with her sister and nephew who are not listed on the 278 ID.

- **Example – Withdrawal of Application:**

The EW informs the customer all persons in the home must be listed on the 278 ID. The customer states she does not want to include the others and wants to withdraw her application.

In this situation the EW could accept a withdrawal from the customer because the EW did not provide the customer eligibility information that is specific to the customer's case.

- **Example – Denial of application**

The EW asks the customer if she purchases and prepares her meals with her sister and nephew and advises that if they do, they must be included in the CalFresh household. The customer states she does purchase and prepare her meals with her sister and nephew but is afraid her sister will get angry if she includes them on the application. The customer wants to withdraw her application.

In this situation the EW would **not** accept a withdrawal from the customer because the withdrawal request is based on eligibility determination information the EW provided to the customer that is specific to the customer's case (this information being that the customer must include her sister and nephew in the CalFresh household if they purchase and prepare meals together). This application must be denied.

Social Security Numbers

Introduction This section contains information regarding Social Security Number (SSN) policy, SSN confirmation, exemption to the SSN requirement, SSN application, and good cause.

Reference The following reference is applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-404
-

Policy The following chart shows the required action regarding SSNs on the part of the Eligibility Worker (EW) and the household prior to certification.

Who	Action
EW	Explains: <ul style="list-style-type: none">• Requirement and forms necessary to get a new, duplicate, or corrected Social Security card.• That failure or refusal to provide a SSN or SSN application without good cause will result in disqualification for customer (see the “SSN application and good cause” block in this handbook section for more information).
Household member	Provides: <ul style="list-style-type: none">• Correct SSN (if the customer has more than one number, all numbers are required and the correct one must be verified), or• Proof of application for SS card. <p>Note: See the “SSN Confirmation” block in this handbook section for acceptable proof of SSN.</p>

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Social Security Numbers, Continued

SSN confirmation

SSNs are confirmed by viewing SSN cards or Social Security Administration's (SSA) form, series OA-702. If the SSN card or OA-702 form is not available, the following is acceptable evidence of SSN:

- Award letter
- Medicare card
- Check from SSA with the applicant/recipient's name and SSN with the letters A, HA, J, T or M following the SSN
- SSN verification from a previous application providing there is no Medi-Cal Eligibility Data System (MEDS) alert on that SSN
- Military Identification (ID) with the customer's SSN on the ID
- MEDS or Income and Eligibility Verification System (IEVS) printout is acceptable verification in lieu of other verification as follows:

SSN-VER code	Status	Description
J	Old	<ul style="list-style-type: none">• Replaced with "W" as of 9/25/09, and• Still used in MEDS; however, the code has been redefined as follows:<ul style="list-style-type: none">– SSN verified via Title XVI data match - failed SSA data match. <p>Note: Any MEDS record/screen print dated prior to 9/25/09 that has the SSN-VER code of "J" continues to be acceptable verification for the customer.</p>
W	Temporary	<ul style="list-style-type: none">• Replaced the "J" as of 9/25/09 as acceptable verification for a customer's SSN, and• Replaced by the "A" code in 2010.
A	Permanent	<ul style="list-style-type: none">• Replaced the "J" and the "W" codes, and• As of 9/25/09, any MEDS record coded with "A" is acceptable verification.

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Social Security Numbers, Continued

Exception to SSN requirement	There is one exception to providing a SSN before receiving benefits. Households eligible to Expedited Service (ES) may provide proof of SSN after receipt of first allotment.
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Enumeration at Birth (EAB)	<p>The SSA, in cooperation with local hospitals, will assign SSNs to newborns. This is called Enumeration at Birth (EAB).</p> <ul style="list-style-type: none">• EAB is optional at the parent's discretion (if EAB is not done, a referral for a SSN will be done following SSN application procedures).• EAB is done with the registration of birth at the hospital.• If EAB is done, the parent receives a receipt (SSA-2853-OP2). This is acceptable verification for application for a SSN. The EW will:<ul style="list-style-type: none">– Set a Task to follow up on the SSN card in 45 days (SSN cards are mailed to parents approximately six weeks after the birth is registered).– If the Social Security card is not submitted within 45 days, send a Request for Verification (CW 2200) form in C-IV.– If there is no response to the CW 2200, send a Notice of Action (NOA) to discontinue the newborn.– Narrate all actions/contact in the case Journal.
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Note: If the parent loses or misplaces the SSA-2853-OP2 before providing it to the Transitional Assistance Department (TAD), do not refer the parent to SSA for further documentation, as SSA has no record. SSA will not accept a new application for 90 days pending the processing of the SSN through EAB.

Good cause	Proof of SSN application is considered verification of the SSN requirement for the month of application. The customer may continue to be eligible when meeting good cause criteria. Good cause exists when the customer provides documentary evidence or collateral information that SSN was applied for or every effort was made to supply SSA with necessary information.
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If the customer can show good cause why an application for a SSN has not been completed timely, he/she can participate for one month in addition to the month of application. Thereafter, for the customer to continue to participate, good cause must be shown monthly.

Good cause does not include delays due to illness, lack of transportation or temporary absences (see the "Examples of good cause" block in this handbook section for more information). Failure to provide a SSN application or meet good cause will result in discontinuance of that household member.

Continued on next page

Social Security Numbers, Continued

Examples of good cause

The following are examples of good cause for not providing a SSN or SSN application:

- Customer has sent a certified letter and money order for receipt of birth certificate, but has not yet received the document to complete the application for a SSN.
 - Customer is unable to obtain documentary evidence to process the SSN application (i.e., unable to get birth certificate, born at home, Indian reservation, etc.) but is making every effort to work with SSA to obtain other acceptable documentation as instructed by SSA.
-

EW responsibility

The EW shall make every effort to assist the customer in obtaining the necessary documents required by SSA.

Documentation/Narration/Journaling

Introduction

CalFresh case records are fiscal documents which must clearly support the basis for eligibility and the amount of benefits authorized.

Documentary evidence includes written narrative/Journal entry explaining the household's circumstances, such as:

- Household composition
 - Wages
 - Income amounts reasonably anticipated and used in prospective budgeting for the certification period
 - Shelter amounts
 - Utility costs
 - Medical bills
 - Resources, etc.
 - Status of Expedited Service (ES) eligibility
-

Journal entries

Case documentation is input into Journal templates located in the Program Development Division (PDD) On-line Tools. The use of Journal templates is mandatory. If a Journal template is not available a detailed journal entry must be written. Refer to the Operations and Reference Policy Handbook (ORHB) Chapter J – Journals, Tasks and Reminders for the Journal entry instruction.

E-app journal entries

Journaling all case actions are extremely important, especially actions taken on e-apps. This is crucial to the case record. When CalFresh is reviewed by Quality Control (QC) a comparison of the actual application or e-App answers, C-IV answers and Journal entries will be reviewed.

Verification

Introduction	Verification of specific items is necessary to determine CalFresh eligibility. This section outlines actions to take when requesting and obtaining verification.
Rules	The Eligibility Worker (EW) is required to establish the accuracy of statements on the application, Recertification (RC), or SAR 7 through verification of household statements.
Sources of verification	<p>Sources of verification are listed in the “Documentation/Verification Chart” in this handbook section.</p> <p>When documentation cannot be obtained, the EW must offer assistance in obtaining verification through a:</p> <ul style="list-style-type: none">• Collateral contact• Home visit
Customer verification requests	<p>Any requests for verification from the customer must be made in writing. The EW will add needed verifications to the Verification List page in C-IV and then generate the Request for Verification (CW 2200) form. The customer is given 10 calendar days from the date the form is provided/mailed to provide the verification. If the 10th day falls on a weekend or holiday, the following business day is considered the 10th day. The EW will set a Task on the 10th day or on the business day following the 10th day to check the status of the verification.</p> <p>When the requested verification is received, the EW will click on the Verify button that corresponds to the appropriate verification on the Verification List page in C-IV.</p>
Verification for Public Assistance Categorical Eligible (PA CE)	<p>CalWORKs verification/information for CalWORKs eligibility is accepted without further proof/clarification for Public Assistance Categorical Eligible (PA CE) CalFresh households.</p> <p>Verification must be provided for most deductions to support the CalFresh eligibility and benefit determination.</p> <p>Note: Shelter and utility deductions do not require proof/verification unless the information provided is questionable.</p>
Change from PA CE to NA CalFresh	When a household’s eligibility changes from PA CE to Non-Assistance CalFresh (NACF) during the application process, the EW must update the Work Registration Detail page(s) in C-IV.

Continued on next page

Verification, Continued

Over verifying

“Over verifying” means asking a customer to verify:

- A reasonable statement that does not have to be verified by regulation,
- One or more answers to questions on the root questions (SAWS 2 Plus) in C-IV, which would require costly or otherwise extraordinary measures to provide, or
- An item the Transitional Assistance Department (TAD) has on file or has access to obtain.

Over verifying is prohibited per regulation. Many facts reported by the customer do not need to be verified. If there is a reason to ask the customer to take reasonable actions to support a correct eligibility determination, a clear Journal entry is needed to support the request for verification.

Rules regarding ES postponed verification

The following rules apply only to CalFresh household applications processed for Expedited Service (ES) *with postponed verification*.

- The household will be certified for the maximum certification period of 12 months, with the exception of Change Reporting (CR) cases that are certified for 24 months due to being considered an elderly/disabled household.

Note: The **RE Due Month** may need to be manually adjusted.

- Households who do not comply with postponed verification rules will be discontinued. A discontinuance notice is not required.
- CalFresh benefits for month(s) outside of the ES period will skip with a reason of “**Postponed verifications have not been received**” when “**No**” is displayed on the **Postponed Verifications Received** drop down box on the **CalFresh Detail** page in C-IV.

Missing postponed verifications requiring denial

The following chart describes the type of discontinuance necessary if postponed verifications are not provided by the 30th day from the date the Initial Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs (SAWS 1), Application for CalFresh Benefits (CF 285) or C4Yourself e-App was received (day one is the date of receipt).

Verification Postponed	Discontinue Program	Discontinue Person	Disallow Deduction/Income Exclusion
Verification for any type of deduction <i>except</i> child support	X		
SSN or proof of application		X	
Income verification	X		
Noncitizen status		X	
Child Support (income exclusion)			X

Continued on next page

Verification, Continued

Action on deductions at intake

Specific actions are required for deductions at Intake as described in the following chart:

If the CalFresh application is...	And verification...	Then...
ES	Of deductions is postponed,	<ul style="list-style-type: none"> Process ES with CalFresh household statement of deduction. Send Approval Notice of Action (NOA) requesting verification and giving deadline. Set 30-day Task and hold case in intake.
	Is not provided within 30 days,	<p>Discontinue case. No further CalFresh benefits will be issued on this application without the postponed verification being provided.</p> <p>Note: If CalFresh household immediately reapplies, they will not be allowed ES unless the previous postponed verification is provided. The new CalFresh application will be processed using routine (Non-ES) processing.</p>
	Is provided within 30 days,	Update program information and send to continuing worker.
Routine (Non-ES) Processing	Is provided,	<ul style="list-style-type: none"> If no other type of verification has been postponed, issue as Non-ES and process for continuing worker. No further controls needed for deduction.
	Is provided within 30 day application processing time frame,	<ul style="list-style-type: none"> Process application allowing deductions, and If application was processed without a deduction (no verification) and CalFresh household provides verification within the 30-day application period, re-compute and issue any supplement due.
	Is not provided within 30 day application processing time frame,	<ul style="list-style-type: none"> Process application without deductions allowed, and Inform CalFresh household of disallowed deduction(s).

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Verification, Continued

Documentation/ verification chart The following chart provides general instructions regarding when and how to verify elements used to determine the CalFresh benefit amount. If the verification is in a name other than that of the customer, a statement as to why must be on file with the verification.

Element	When to verify	Acceptable verification
Child Support (Court Ordered)	<ul style="list-style-type: none"> Initial application Change in Court Order Increase in amount paid Decrease in the amount paid 	Court Order
United States (US) Citizenship	<ul style="list-style-type: none"> If questionable When place of birth is outside of the US and US territories 	Customer statement
Non-citizen Status	<ul style="list-style-type: none"> Initial application Reported change in immigration status Recertification (RC), if there is a change 	United States Citizenship and Immigration Services (USCIS) documents: <ul style="list-style-type: none"> Alien Card or document Verification of application for T Visa Verification of application for U Visa
Dependent Care	<ul style="list-style-type: none"> Initial application Initial allowance Semi-Annual Reporting (SAR) households: <ul style="list-style-type: none"> RC, if expense amount is a constant amount Semi-annually, if expense is not a constant amount Mid-period, if a change is reported Change Reporting (CR) households: <ul style="list-style-type: none"> Verify at change of \$25 or more 	<ul style="list-style-type: none"> Child care receipts and/or contracts Day care receipts and/or contracts Dependent Care Cost Affidavit (CF 10)
Good Cause for voluntary quit	At occurrence if not exempt from work registration	Statements from: <ul style="list-style-type: none"> The CalFresh household Previous employers Employee association Union representative Grievance committees, etc.

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Verification, Continued

Documentation/verification chart (continued)

Element	When to verify	Acceptable verification
Household size	If questionable	<ul style="list-style-type: none"> • Collateral Contact • School records • Marriage records • Landlord statement
Identity of applicant / Authorized Representative (AR)	Initial application and prior to certification of ES	<ul style="list-style-type: none"> • Driver's license or other Identification (ID) issued by the Department of Motor Vehicles (DMV) Interim Driver license or ID • Social Security card • Work or School ID • Pay stub • Birth Certificate • Medi-Cal Eligibility Data System (MEDS) printouts with "A" and "W" SSN-VER codes <ul style="list-style-type: none"> – A "J" SSN-VER code is only valid for printouts dated prior to 9/25/09. • Collateral Contact
Intentional Program Violations (IPV) status	Prior to benefit approval	Previous case record documenting IPV status
Loans	When loan reported Note: If not verified, the loan is budgeted as unearned income.	Loan statement signed by both parties
Medical expenses	<ul style="list-style-type: none"> • Upon receipt of the CalFresh Supplemental Form For Special Medical Deductions (CF 31), unless the only medical expense is the Medicare Part B premium • CR households: If change of more than \$25. • SAR households: If amount changes. <p>Note: The CF 31 is not required to allow an expense deduction if other verification is on file.</p>	<ul style="list-style-type: none"> • Current medical and/or dental bills • Hospital or nursing home bills • Prescribed drug bill • Health or hospitalization premiums • Medi-Cal premiums • Eye care costs • Medical transportation cost • Attendant care receipt and/or contract <p>Note: Medical marijuana may not be counted as a medical expense.</p>
Non-exempt income	<ul style="list-style-type: none"> • Initial application • RC • SAR households – With SAR 7 • CR households – Change of more than \$50 unearned, \$100 earned, or source. 	<ul style="list-style-type: none"> • Pay stubs • Award letter • Self-employment records • Unemployment verification • Disability verification

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Verification, Continued

Documentation/verification chart (continued)

Element	When to verify	Acceptable verification
Residency	<ul style="list-style-type: none"> Initial application If questionable RC, if change during certification Any time shelter deduction is verified 	<ul style="list-style-type: none"> Rent receipts Mortgage statement Rental/lease agreement HA 44 – Landlord Verification/Consent CW 71 – Statement of Cash Aid Mother and Unrelated Male <p>Note: Refer to Chapter 4 – Residency, Basic Residency Requirements section for a list of acceptable verifications.</p>
Shelter expenses	Shelter deductions do not require proof/verification unless the information provided is questionable.	<p>If questionable:</p> <ul style="list-style-type: none"> Rent receipts Mortgage statement and/or property taxes and insurance (if no escrow account included in mortgage) Rental/lease agreement HA 44 CW 71
Social Security Number (SSN)	<ul style="list-style-type: none"> Initial application for each CalFresh household member Addition of new household member(s) 	<ul style="list-style-type: none"> Social Security card Customer statement of Social Security number Completed MC 194 – Social Security Administration Referral Notice Verification from any other assistance program Social Security Administration form SSA-2853-OP2 Income and Eligibility Verification System (IEVS) or MEDS printout: <ul style="list-style-type: none"> Refer to the “Social Security Numbers” section in this chapter.

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Verification, Continued

Documentation/verification chart (continued)

Element	When to verify	Acceptable verification
Standard Utility Allowance (SUA)	Utility deductions do not require proof/verification unless the information provided is questionable.	<p>If questionable:</p> <ul style="list-style-type: none"> • Utility bill for heating and/or cooling • Receipt for payment • Statement from landlord if obligated to pay heating and/or cooling as part of the rent • Money orders • Canceled checks <p>Note: Landlord statement must specify heating and/or cooling costs are included with rent.</p>
Limited Utility Allowance (LUA)	Utility deductions do not require proof/verification unless the information provided is questionable.	<p>If questionable:</p> <ul style="list-style-type: none"> • Bill for any utility other than heating and/or cooling or phone (garbage, water, sewer) • Statement from landlord if obligated to pay these utility costs as part of the rent
Telephone Utility Allowance (TUA)	Utility deductions do not require proof/verification unless the information provided is questionable.	<p>If questionable:</p> <ul style="list-style-type: none"> • Telephone bill • Cellular phone bill • Receipt for prepaid phone/calling card • Receipt for prepaid phone charges • Statement from billing party • Receipt for internet use
Student	<ul style="list-style-type: none"> • Between ages of 18-49, and • Physically and mentally fit, and • Enrolled at least halftime in and institution of higher education. 	<ul style="list-style-type: none"> • School statement • Pay stubs • Collateral contact • Customer's statement • Verification of student financial aid income, if applicable
Work Registration	<p>Prior to benefit approval:</p> <ul style="list-style-type: none"> • Initial application • Add person when applicable 	<ul style="list-style-type: none"> • Coding in C-IV • Able-Bodied Adult Without Dependents (ABAWD) tracking system

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Verification, Continued

Documentation/verification chart (continued)

Element	When to verify	Acceptable verification
Quality Control (QC) non-cooperation status	Prior to benefit approval	<ul style="list-style-type: none">• Previous case record/file documenting QC non-cooperation status• C-IV• Contact QC reviewer or Supervisor
Fraud Investigation Unit (FIU) referral	Prior to benefit approval	<ul style="list-style-type: none">• Contact FIU for additional eligibility information and take action as appropriate
Voluntary quit without good cause	Prior to benefit approval	<ul style="list-style-type: none">• Previous case record/file• C-IV

Rights, Responsibilities, and Reporting Documents

Introduction

Households must be informed of their rights, responsibilities, and reporting requirements at various times depending on case circumstances and reporting type. This section gives an overview of the different rights, responsibilities, and reporting documents and when they must be provided to the household.

Reporting notices

The table below provides the reporting forms that are provided to the CalFresh household, based on the household reporting type:

Reporting type	Form
<ul style="list-style-type: none">• CalWORKs – Annual Reporting (AR), and• CalFresh – Change Reporting (CR)	Reporting Changes for CalWORKs and CalFresh (AR 2)
<ul style="list-style-type: none">• CalWORKs – AR, and• CalFresh – Semi-Annual Reporting (SAR)	Reporting Changes for CalWORKs and CalFresh (AR 2 SAR)
<ul style="list-style-type: none">• CalWORKs SAR, and• CalFresh SAR	Reporting Changes for Cash Aid and CalFresh (SAR 2)
CalFresh only CR	CalFresh Benefits How to Report Household Changes (CF 23 CR)
CalFresh only SAR	CalFresh Benefits How to Report Household Changes (CF 23 SAR)

Explanation of reporting responsibilities

The Eligibility Worker (EW) must explain the reporting responsibilities to all households during the application and Re-Evaluation/Recertification (RE/RC) interview. Since the reporting type will not be established until case approval, the EW must determine what the reporting type will be by using the information available at the time of the interview. **The explanation of the expected reporting type to the customer must be clearly narrated in the case Journal.**

When the case is approved, the EW must review the interview Journal to ensure the correct reporting responsibilities were explained to the customer at the interview. If the incorrect reporting type was explained, or if the customer reported a change between the interview and the approval that resulted in a reporting type change, the EW must contact the customer to explain the correct reporting responsibilities.

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Rights, Responsibilities, and Reporting Documents, Continued

Review of reporting notice

C-IV will generate the appropriate reporting notice following:

- Application approval,
- Recertification (RC) approval, or
- A change in reporting status.

The EW will review the C-IV generated notice to determine if it accurately reflects the case's CalFresh and CalWORKs reporting statuses, and:

If the C-IV generated reporting notice...	Then...
Accurately reflects the case's CalFresh and CalWORKs reporting statuses,	Accept and centrally print the reporting notice.
Does not accurately reflect the case's CalFresh and CalWORKs reporting statuses,	<ul style="list-style-type: none">• Reject the notice,• Generate the correct reporting notice from the C-IV Template Repository, and• Save and centrally print the correct reporting notice

CF 377.5 CR

The CalFresh Household Change Report (CF 377.5 CR) is used by CR households to report changes within ten days of the change occurrence. The form must be explained and provided to the CR household at the application interview. If the form is not explained and provided at the application interview, or if the reporting type changes from SAR to CR, the EW must:

- Send the CF 377.5 CR to the household, and
- Contact the household to explain the form.

Rights and responsibility documents

The table below provides the rights and responsibility documents that must be signed by the CalFresh household, based on the case type:

Case type	Forms	When the form must be signed
Public Assistance CalFresh (PACF)	Rights and Responsibilities (SAWS 2A SAR) Note: Only CalWORKs can be denied for failing to complete the SAWS 2A SAR. CalFresh may be approved as long as the household has completed an Initial Application For CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs (SAWS 1)	<ul style="list-style-type: none">• Application• RE/RC
Non-Assistance CalFresh (NACF)	SAWS 1	Application (the CF 285 may be used in lieu of the SAWS 1)
	Application for CalFresh Benefits (CF 285)	Application (the SAWS 1 may be used in lieu of the CF 285).
	Recertification for CalFresh Benefits (CF 37)	RC

Beginning Date of CalFresh

Introduction

The beginning date of CalFresh, or the Beginning Date of Aid (BDA), is the date the application is received in the District office, if otherwise eligible. This section outlines the BDA for all situations.

Determining the BDA

Use the chart below to determine the BDA for CalFresh:

Application Type	Effective Date of Aid	Initial Month Issuance
New application	Date the Initial Application For CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs (SAWS 1)/ Application for CalFresh Benefits (CF 285) is received in the office,	Prorated amount
Reapplication (reopening a previously denied application)	Date verification is provided if received in the second 30 days.	Prorated amount
C4Yourself e-Application	Date application is received in the district	Prorated amount

BDA: Foster Care youth “aged out”

The BDA for a Foster Care youth who has “aged out” is the date his/her dependency was terminated by the court.

Verification of the termination of dependency can be received from one of the following:

- Court order
 - Social Worker (SW)
 - Foster Care Eligibility Worker (EW)
-

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Beginning Date of CalFresh, Continued

BDA: Add person application

The report of an additional person made by the head of a CalFresh household or a responsible adult member is considered Verified Upon Receipt (VUR) and must be acted upon by the EW. All appropriate questions must be asked at the time of report and any needed verifications must be returned within 10 days.

Use the following chart to determine the BDA for an add person after all verifications have been received and all eligibility factors have been met:

If there will be a(n)...	Then add the new household member effective the first of the...
Increase in benefits,	Month following the month in which the change was reported.
Decrease in benefits,	Next available month in which 10-day Notice of Action (NOA) can be provided.

Note: See the “Add Person Applications” section in this chapter for more information about when to add a person to the CalFresh household.

BDA: Inter-County Transfer (ICT)

Cases that move from one county to another within the state are Inter-County Transferred (ICT'd). The sending county will continue to provide benefits until the end of the transfer period. If a case contains CalWORKs and CalFresh, both programs will be discontinued at the same time in order to keep the certification periods aligned in the new county. The BDA(s) in the new county will be the first of the month after the end of the transfer period.

ICT Example

A customer lives in County A. On February 5th, the customer informs County A that she now lives in County B. Due to the CalWORKs and CalFresh transfer period, County A will continue benefits to the customer until March 31st. County B will pick up the CalWORKs and CalFresh effective April 1st.

BDA: Coming from another state

A customer coming from another state will have a BDA which is the later of:

- First of the month following termination of Supplemental Nutrition Assistance Program (SNAP) in the other state, or
- Date the signed SAWS 1/CF 285 is received in the Transitional Assistance Department (TAD) office, once SNAP is terminated in the other state.

A full month's benefits or prorated month's benefits will be applicable depending on the above.

Denials

Introduction	This section contains information regarding CalFresh application denials.
Timeframes	<p>An application for CalFresh will be denied by the 30th day when a household fails to keep required scheduled appointments, provide required verification, or meet all eligibility requirements. It is imperative that applications are denied appropriately and timely.</p> <p>Note: If the 30th day falls on a weekend or holiday, the denial action will be completed on the following business day.</p>
Customer fails to attend intake interview	The Eligibility Worker (EW) will send the household a CalFresh Notice of Missed Interview (NOMI) (CF 386) when the applicant fails to attend and/or complete the intake interview. See C-IV User Guide – CalWORKs & CalFresh – Missed Intake Interview for specific C-IV instructions. A negative action is not to be completed at this point. A Task must be set to deny the case on the 30 th day, if appropriate. Day 1 is considered the day after the application is received.
Customer fails to attend intake interview – 30 th day	If the applicant fails to attend and/or complete the intake interview within 30 days of the application date, the EW will deny the application. The denial action must be completed on the 30th day. If the 30th day falls on a non-business day, the denial action must be completed on the first business day following the 30 th day. See C-IV User Guide – CalWORKs & CalFresh – Denial, Missed Intake Interview for specific C-IV instructions.
Denial based on income	The EW may deny a case at the application interview if the customer states the household's income is an amount that would make them ineligible to CalFresh benefits. Verification is not required. However, a Journal entry that clearly states the reason for denial is required.
Failure to provide eligibility verification within 10 days	<p>The EW will send the household a DFA 377.1A when verification(s) have not been received within 10 days of request. This form must be mailed three business days after the 10th day. The form is generated through the C-IV Template Repository and is completed as follows:</p> <ul style="list-style-type: none">• Check the box to indicate the application is pending (in the right column of the form),• Check the box indicating the customer did not provide the information within 10 days of request,• Enter the 30th day following the date of application as the date the customer must provide the requested information, and• List the specific verifications that were requested but not received. <p>Note: A C-IV Negative Action will not be performed in this situation.</p>

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Denials, Continued

Failure to provide eligibility verification within 30 days

If the household completes the interview but fails to provide the requested verification within 30 days of the application date, the EW must deny the case. ***The denial must occur on the 30th day.*** See C-IV User Guide – CalWORKS & CalFresh – CalFresh Denial, Failure to Provide Verification within 30 Days for instructions for completing denial actions.

The denial Notice of Action (NOA) generated by C-IV will not contain the verifications the customer failed to provide. The EW will include the missing verifications by appending the NOA to include the missing verification, and then saving and centrally printing the NOA to the household.

Note: The customer has until the end of the 30th day to provide verification. If the EW denies the case on the 30th day and the customer subsequently submits the verification on the same day, the denial must be rescinded.

Verification due date falls after 30th day

Households must be provided 10 days to submit requested verification. There may be some situations where the verification due date falls after the 30th day following the application date (such as when the intake interview occurs within 10 days of the 30th day). The EW will not deny a case on the 30th day following the application date if the verification due date falls after the 30th day. The EW will instead allow the household the full 10 days to submit the requested verification. If the household still fails to submit the requested verification, the EW will deny the case the next business day following the 10th day.

Benefit date after late verification

A new application is not required when verification is provided within 60 days of the application. Use the following table to determine the CalFresh benefit date when the customer provides verification(s) after the application was denied for failure to provide verification:

When the customer provides verification during the...	Then the approval date of benefits is the ...
First 30 days after application and the agency has sent a denial letter,	Go back to the original application date to approve benefits.
Second 30-day period after application date and the agency has sent a denial letter,	Approve benefits effective the date the verifications are received.

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Denials, Continued

Ineligible applicants

Use the chart below to determine what actions to take when the applicant is ineligible to CalFresh in the application and/or the following month:

If the applicant is...	Then...
<ul style="list-style-type: none">• Ineligible to CalFresh in both the:<ul style="list-style-type: none">• Application month, and• The following month,	<ul style="list-style-type: none">• Document the reason (excess income, property, etc.).• Update C-IV information.• Deny the application by running Eligibility Determination and Benefit Calculation (EDBC).• Send the C-IV generated denial NOA no later than the 30th day following application. <p>Note: A new application is required if household reapplies. Benefits are prorated from date of new application.</p>
<ul style="list-style-type: none">• Ineligible to CalFresh in the month of application, but• Eligible in the subsequent month due to reported or anticipated:<ul style="list-style-type: none">– Income,– Employment, or– Expense changes,	<ul style="list-style-type: none">• Use the same application to deny current month and approve benefits for subsequent month.• Send an approval NOA specifying that the beginning date of certification will be future month.

Expedited Service

Introduction	This section contains information regarding Expedited Service (ES) in the CalFresh including eligibility criteria, informing requirements and timeframes.
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Expedited Service	ES is the rush issuance of emergency benefits due to a household meeting certain eligibility criteria.
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Expedited Service and C-IV	ES is NOT its own program, such as the Immediate Need (IN) payment in the CalWORKs program. When ES is authorized and Eligibility Determination and Benefit Calculation (EDBC) is run, the CalFresh case is activated in C-IV. If after authorizing the CalFresh case, the Eligibility Worker (EW) becomes aware that the case is not eligible, the case must be discontinued.
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If ES is issued using postponed verifications, see the “Expedited Service with Postponed Verification” section in this chapter.

Informing requirements	<p>All households must be verbally informed of:</p> <ul style="list-style-type: none">• The right to request ES processing at application, reapplication, recertification and telephone inquiries.• Processing standards including timeframes, forms, and verification required.
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Note: ES can be requested or evaluated for at any time during the application process, even if ES has not been requested on the SAWS 1, CF 285, or E-Application.

Documenting screening for ES	The EW is required to document that he/she screened the CalFresh application for ES by writing on the bottom of the SAWS 1, SAWS 2 Plus, or CF 285, below the customer’s signature, “Screened for ES,” initial and date.
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Who may request ES	<p>All households are entitled to request ES at:</p> <ul style="list-style-type: none">• Application,• Recertification (RC),• Re-Evaluation (RE), and• Reapplication (including those households with less than a 30 day break in benefits).
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Expedited Service, Continued

ES eligibility criteria

Households meeting *any* of the following criteria are entitled to ES, if otherwise eligible:

- Monthly rent/mortgage, excluding deposits, and utilities exceeding monthly gross income and liquid resources.
 - Gross income for self-employment is the amount earned prior to applying any self-employment deduction.
 - In determining ES eligibility, the Standard Utility Allowance (SUA), deduction amount will be used when the household incurs and is obligated to pay heating/cooling costs, regardless of the actual amount of utilities listed on the SAWS 1.
- Less than \$150 gross income for the entire month and liquid resources do not exceed \$100. An IN payment from CalWORKs shall be considered in the determination for ES in CalFresh, if the IN payment has been or will be issued at the same time the ES is issued.
- Destitute migrant or seasonal farm worker households whose liquid resources do not exceed \$100.

Note: All households must be evaluated for ES, even if it is not requested.

Processing ES

ES processing requires the following:

Stage	Description
1	<p>The household:</p> <ul style="list-style-type: none">• Requests ES on the SAWS 1, CF 285, e-Application or verbally (although the EW will automatically evaluate for ES eligibility).• Completes the SAWS 2 Plus (Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs).• Completes an application interview, either by telephone or in person. <p>Note: The household may be determined eligible to ES processing at a later date (See the “Late discovery/request of ES” block in this handbook section).</p>
2	<p>The Office Assistant (OA):</p> <ul style="list-style-type: none">• Explains ES to the household using the CalFresh Expedited Service Script (CF 311), which states: “You may be eligible to receive Expedited Service CalFresh benefits within three days. These benefits may be requested through an Eligibility Worker (EW). Assistance completing any forms may be provided during the application process.”• Schedules the ES interview with the EW.
3	<p>The EW:</p> <ul style="list-style-type: none">• Evaluates for ES eligibility, whether or not it was requested.• If ES eligible, issues benefits within three calendar days (See the “ES time frames” block in this handbook section).• Uses Non-Assistance CalFresh (NACF) eligibility rules if the cash aid application is pending and not approved at the time the ES is processed.

Continued on next page

Expedited Service, Continued

ES time frames ES requests must be processed (benefits made available to the household) no later than the third calendar day following the date the application was received.

- The three calendar days begin the day after the date the application is received.
- Weekends (Saturday and Sunday) count as one day.
- Holidays count the same as a working/calendar day.

Example: Customer turns in an application on a Thursday.

- Day zero – Thursday, the day the application is received.
- Day one – Friday
- Day two – Saturday and Sunday
- Day three – Monday, the day benefits must be issued.

In the case of a four-day holiday/weekend closure, the Electronic Benefit Transfer (EBT) card must be available for pick up at the office prior to the period of closure.

Example: Customer turns in an application on a Thursday, and the following Monday is a holiday and district offices will be closed.

- Day zero – Thursday, the day the application is received.
- Day one – Friday.
- Day two – Saturday and Sunday. Benefits must be made available to the household no later than Saturday (since Monday is a holiday and district offices will be closed). Benefits must be issued on Friday (day one) if they are unable to be issued on Saturday.
- Day three – Monday (district offices are closed due to holiday).

ES time frames chart

The following table shows ES timeframes and EW actions required:

Household	Timeframes	Action
New Applicant (no CalFresh in last 30 days) or reapplication	Issue within three calendar days of: <ul style="list-style-type: none">• Initial request or• A later discovery of eligibility (prior to regular processing/approval of case).	<ul style="list-style-type: none">• Obtain application forms.• Interview CalFresh household.• Authorize ES within three days after the date of application or from the date of discovery/request.
RC (received CalFresh in last 30 days)	Issue benefits the later of: <ul style="list-style-type: none">• Within three calendar days, or• Next normal issuance date.	<ul style="list-style-type: none">• Obtain application forms.• Interview CalFresh household.• Obtain next normal issue date.

Continued on next page

Expedited Service, Continued

e-Applications Applicants/recipients are informed of the ES criteria when submitting a new application or an RC e-Application. If the household requests ES on the e-Application or is entitled to ES, the first day of the count is the day following the date the application is filed (received) in the district office.

The application interview must be scheduled within the three-day timeframe. If the customer is unavailable or does not attend the scheduled interview, it is considered a Non-Agency caused delay. See the “Delay in processing” block in this handbook section for more information.

Mail in applications

If a household mails in an application and it contains enough information to indicate the household is entitled to ES, the interview (unless the household cannot be reached) and the application process must be completed within the ES timeframe. The first day of the count is the day following the date the application is filed (received) in the district office.

If the application (SAWS 1/CF 285) is not complete (missing signature) and a telephone interview is conducted, mail the application to the household for signature. The three-day timeframe does not begin until the completed application is received in the district office.

Note: For applicants who apply in a method other than a mailed in application, application interviews must be scheduled within the three-day timeframe. If the customer is unavailable or does not attend the scheduled interview, it is considered a Non-Agency caused delay. See the “Delay in processing” block in this handbook section for more information.

**Late discovery/
request of ES**

There may be times when the ES process fails to identify a household as eligible to ES and the EW subsequently discovers the household is eligible to ES. When this occurs, the EW shall provide ES to the household within the three-day processing timeframe, **however**, the processing timeframe will begin:

- The date the EW discovers the household is eligible to ES, or
- The household’s date of request.

Example 1:

CalFresh application is received on March 5th; on March 20th, the EW is processing the case and discovers the household is entitled to ES. The EW will process the case within the ES timeframes and issue benefits to the household within three days from the date of discovery.

Continued on next page

Expedited Service, Continued

Late discovery/ request of ES (continued)

Example 2:

Household applies for CalFresh on November 15th; the household is not entitled to ES due to income. On November 29th, the household informs the EW that the person with the income has moved away and they no longer have any income in the household. The household requests ES. The discovery date is November 29th, the date of request.

Identity verification required for ES processing

In order to be eligible for ES or postponed verification issuance, the household must provide verification of identity for the head of household. This may be accomplished by a collateral contact if necessary. If an Authorized Representative (AR) is used, both the AR and head of household must verify identity.

Note: Identity verification **does not** have to contain a photograph of the head of household. For more information regarding identity verification see the Citizen/Noncitizen/CFAP chapter of this handbook.

Other verifications

All reasonable efforts must be made to verify the following for ES eligibility:

- Income, and
- Resources.

However, benefits must not be delayed beyond the three-day time frame due to being unable to verify these factors. See the “Expedited Service with Postponed Verification” section in this chapter for more information.

Work registration

All household members are required to be registered for work prior to CalFresh approval, unless exempt from this requirement. All household members must have a work registration status entered in C-IV, unless exempt.

The EW must attempt to verify any questionable work registration exemptions; however, ES benefits must not be delayed beyond the three-day time frame due to being unable to verify these factors.

Certifications

Households that are certified on an expedited basis and provide all necessary verifications within the ES timeframe are assigned a normal certification period. For ES issued with postponed verifications see the “Expedited Services with Postponed Verification” section in this chapter.

Continued on next page

Expedited Service, Continued

Certifications after discontinuance/denial

There is no limit to the number of times a household may be certified using ES procedures, as long as prior to each expedited certification the household either:

- Completes the verification requirements that were postponed at the last expedited certification, or
 - Was certified under normal processing timeframe since the last expedited certification.
-

Applications received after the 15th of the month

Households that apply after the 15th day of the month and have been determined eligible to receive benefits for the initial month and the subsequent month, Advance Issuance, shall receive both allotments at the same time. (See the Advance Issuance section of this chapter.)

Household not eligible to ES

Households requesting, but not eligible to, ES will have their application processed according to the normal processing timeframe.

Delay in processing

A request for ES processing must be acted on and benefits issued by the third day following the date of request (See the “ES time frames” block within this chapter for more information). In order to evaluate compliance to the three day time frame, the state requires counties to provide data for all households approved for ES processing, but whose benefits were issued after the third day. Therefore, when running EDBC after the third day from the application date or the discovery date, the following dropdown will be a mandatory entry on the **EDBC Summary** page in C-IV:

Expedited Services Processing Delay Reason:

- **Agency Caused**
 - **Non-Agency Caused**
-

Determining Agency or Non-Agency caused

Use the following chart when determining whether a delay in ES benefits is due to an agency or non-agency (household caused) error:

Non-Agency caused error	Agency caused error
Household did not provide the following information/verification: <ul style="list-style-type: none">• Identity• Complete the interview process.	All other delays.

Continued on next page

Expedited Service, Continued

Mid-period reports during ES period

Changes in circumstances may cause households to report mid-period changes during the ES period. If ES has been issued and no postponed verifications are required, the application is considered approved. Any reported change would be treated as a mid-period report, depending on the change. See Chapter 10 – Budgeting in this handbook for more information about acting on mandatory and voluntary mid-period reports.

Example 1:

Household applies March 22nd; they provide all required information and verifications. The household is approved and issued ES for March, and is also advanced April's benefit due to the household applying after the 15th of the month (See the "Advance Issuance – Second Month's Benefits" section in this chapter for more information). At the end of March, the head of household calls the EW and reports that her income was less than she anticipated. She provides verification of the change within 10 days of the report. This is considered Verified Upon Receipt (VUR) and requires the EW to take action on the CalFresh case. The change results in an increase in benefits and the household is issued a supplement for March.

Example 2:

Household applies March 22nd; they provide all required information and verifications. The household is approved and issued ES for March, and is also advanced April's benefit due to the household applying after the 15th of the month (See the "Advance Issuance – Second Month's Benefits" section in this chapter for more information). At the end of March, the head of household calls the EW and reports that her income was more than she anticipated, but does not provide verification of the change. If her income is not over the Income Reporting Threshold (IRT), the report is not considered VUR and the household will be mailed a CalFresh Mid Period No Change (NA CF NCH) form. Income that is exceeding the IRT is considered a mandatory mid-period report and must be acted upon.

Notes:

- Mid-period reports during the ES period do not include postponed verification households that provide verifications during the ES period.
 - For more information about VUR, see the "Verified Upon Receipt" section in Chapter 9 – Reporting of this handbook.
-

Expedited Service with Postponed Verification

Introduction	<p>This section provides information regarding issuing Expedited Service (ES) with postponed verification, including rules, process, notification of the household and the certification period.</p>
ES postponed verification	<p>In order to process ES timely, verification of some items may be postponed. The Eligibility Worker (EW) must inform the household of these rules:</p> <ul style="list-style-type: none">• CalFresh benefits can be certified without verification of expense.• CalFresh household's statement of income and expenses will be used during the postponed verification period.• Failure to provide verification within 30 days from the date of application (Date SAWS 1, CF 285 or C4Yourself e-app is received) will result in discontinuance of the household or an individual in the household.• The household will be totally ineligible after the first month's issuance (and advanced month's issuance, when applicable) unless verification is provided before the 30th day after the application was filed.
Household notification	<p>The household must be notified that no further benefits will be issued and participation will be terminated if the following verification is not received within 30 days following the application date:</p> <ul style="list-style-type: none">• Income• Resources• Residency (Except for homeless households)• Any deductions (Except for unverified child support)
Individual discontinuance – Proof not provided	<p>An individual household member's participation will be discontinued if proof of the following is not provided within 30 days following the application date:</p> <ul style="list-style-type: none">• Noncitizen status• Social Security Number (SSN) or proof of application <p>Continuing benefits to the remaining household members will be recalculated and issued, if otherwise eligible.</p>
CalFresh Detail page for postponed verification	<p>The following entries must be entered on the C-IV CalFresh Detail page to process ES with postponed verifications:</p> <ul style="list-style-type: none">• Postponed Verifications Authorized = Yes• Postponed Verification Due Date = Date items are due• Postponed Verification Received = No
Verification List page in C-IV	<p>To generate the postponed verifications items on the CalFresh Notice of Denial or Pending Status (DFA 377.1), the Verification List page in C-IV must:</p> <ul style="list-style-type: none">• Display the postponed verification item type, and• Have Yes entered in the Postponed ES column for only the item(s) that is postponed verification.

Continued on next page

Expedited Service with Postponed Verification, Continued

ES process with postponed verification

The following chart describes the ES process when verification has been postponed for Semi-Annual Reporting (SAR) and Change Reporting (CR) households:

If Eligible To ES with postponed verification and...	Then...
The Eligibility Worker (EW) takes action to process the case,	<p>Issue one month ES (for applications on or prior to the 15th of the month) or two for Advance Issuance of the second month (for applications after the 15th of the month):</p> <ul style="list-style-type: none"> • Send the household the C-IV-generated Notice of Action (NOA), requesting verification be the designated due date. • Set a Task for return of the verification. • Hold the case at Intake. <p>Note: The Verification List page in C-IV must display Yes in the Postponed ES column to generate the specific postponed verification items on the DFA 377.1 approval NOA.</p>
Verification is provided within 30 days,	<ul style="list-style-type: none"> • Update C-IV information (need to run Eligibility Determination and Benefit Calculation (EDBC) for high end date). • Forward the case to a continuing EW.
Verification is not provided within 30 days,	<p>Discontinue CalFresh at the end of the:</p> <ul style="list-style-type: none"> • ES month, if the application date was on or before the 15th of the month, or • Advance Issuance month, if the application date was after the 15th of the month.

Note: Once the DFA 377.1 approval NOA has been sent, if receipt of verification results in changes in the household's eligibility or level of benefits, it is not necessary to give the household advance notice of those changes.

Certification period for households with postponed verification

Households certified on an expedited basis and whose verification is postponed will be certified for the maximum certification period. The EW must ensure that the correct certification period is given and change the **RE Due Month** in C-IV, if necessary. CalFresh cases are certified for 12 months, with the exception of Change Reporting (CR) cases that are certified for:

- Six months due to having earned income.
- 24 months due to containing all adult members who are elderly/disabled (with contact at 12 months).

Note: Benefits will not issue after the **Postponed Verification Due Date** on the **CalFresh Detail** page if the **Postponed Verification Received** field is set to **No**.

Advance Issuance – Second Month’s Benefits

Introduction This section contains information regarding Advance Issuance of the second months benefits (when a household applies after the 15th of the month), including the definition and the rules.

Definition Advance Issuance is the issuance of the initial prorated month and the second month’s allotment at the same time because the eligible household applied and is effective after the 15th of the month.

Rules regarding Advance Issuance If eligible to Expedited Service (ES), Advance Issuance benefits must be issued within ES processing time frames. The CalFresh household must be eligible to ES in the month of application and have a benefit amount due. This includes issuing the second month’s allotment if the initial month’s allotment was less than \$10.

Advance Issuance is **never** issued:

- For applicants/customers not eligible in the month of application (e.g., receiving benefits in another case/county/state, ineligible due to excess income, etc.). Advance Issuance applies only to households eligible both to the initial month and the second month’s benefits.
 - As benefits for the third month from the application date.
 - When adding persons on a continuing program action.
 - At Recertification (RC).
 - At change of payee.
-

Authorized Representative

Introduction

The head of household or spouse may designate an Authorized Representative (AR) to:

- Act on behalf of the household to make an application, and/or
- Use the CalFresh Electronic Benefit Transfer (EBT) card.

The household must be informed they will be held liable for any Overissuance (OI) which occurs because of erroneous information given by the AR.

Each household will be allowed to have one Authorized Representative by completing an EBT 6 (E/S).

The household's AR picks up an EBT card and selects his own Personal Identification Number (PIN). The EBT card will allow the AR to access all of the household's CalFresh benefits.

Persons qualified to be an AR

Following are rules regarding the designation of an AR:

An AR may be...	An AR may not be...
<ul style="list-style-type: none">• A responsible member of the household (no minimum age) other than Head of Household.• An adult who has knowledge of the household circumstances.	<ul style="list-style-type: none">• An individual disqualified for an Intentional Program Violation (IPV) unless there are no other qualified adult household members. Narrate circumstances in case Journal.• A Human Services (HS) employee involved in the certification and issuance of CalFresh benefits.

When and how an AR may be designated

An AR may be designated as specified below:

When	How
At: <ul style="list-style-type: none">• Application• Recertification (RC)• Any other time	<ul style="list-style-type: none">• Household completes an EBT 6, including information about the AR.• Eligibility Worker (EW) enters the AR information into C-IV.• EW submits the EBT 6 to clerical to issue an EBT card.• Clerical issues the EBT card to the AR.
For a possible future emergency	Household: <ul style="list-style-type: none">• Completes an EBT 6 to be held in the case record until necessary.• Sends a signed note to the Transitional Assistance Department (TAD) office to authorize the AR.

AR information

The Social Security Number (SSN) and/or Date of Birth (DOB) of the AR are used for identification purposes.

Authorized Representative, Continued

AR deletion

To delete an AR, the EW updates the AR information in C-IV.

AR for customers in eligible institutions

Residents of eligible institutions (such as Group Homes) are eligible to CalFresh benefits. See the “Residents of Institutions” section in Chapter 2 – Household Concept of this handbook for more information. The eligible institution must have a Point of Sale (POS) device to deposit the customer’s benefits into the institution’s bank account.

The following table outlines the method for issuing CalFresh benefits when a customer is in an eligible institution:

Stage	Description
1	Customer or AR for the eligible institution applies for CalFresh benefits and receives an EBT card. Eligible institutions are not issued a separate card.
2	Household swipes the EBT card in the eligible institution’s POS device, giving a specified amount of benefits to the institution. Benefits are then deposited in the institution’s bank account and the personnel of the institution use the funds from this account to feed the household.

Note: The institution must refund one half monthly CalFresh benefits if the household leaves prior to the 16th month.

Certification

Introduction	The certification period is the definite time period the household can receive CalFresh without completing a new application and Statement of Facts. The household must still comply with reporting requirements during the certification period to determine ongoing CalFresh eligibility and benefit level.
References	<p>The following regulations are applicable to the information under this topic:</p> <ul style="list-style-type: none">• Manual of Policies and Procedures (MPP) 63-504• All County Letter (ACL) 03-18
Certification period rules	<p>The following rules apply to CalFresh certification:</p> <ul style="list-style-type: none">• When setting a certification period, base the length on the household's circumstance at the time of certification (application or Re-Evaluation/Recertification (RE/RC)). In most cases, this is a 12-month period (see "Setting the certification period length" block in this handbook section). C-IV automatically sets the RE Due Month field in C-IV for 12 months from the Beginning Date of Aid (BDA) for most households, but it can be manually changed by Eligibility Worker Supervisors (EWS Is) and Eligibility Worker IIIs (EW IIIs). The Eligibility Worker (EW) must ensure the Notice of Action (NOA) provides the correct certification period and send an appended or manual NOA, if necessary. Example: Elderly/disabled households and households residing on an Indian Reservation will automatically receive a 12-month RE in C-IV. The EWS I or EW III must manually adjust the RE Due Month to a 24-month certification period. These households qualify for a 24-month certification period unless the certification period is being aligned with another program.• Households who receive Expedited Service (ES) with postponed verification will receive a regular certification period, and the case must be manually discontinued if the household fails to provide the required verification. (Note: The RE Due Month may need to be changed manually in C-IV when approving ES.• The first month of the certification period is the first month the household is eligible to participate.• The last month of the certification period is the RC Month.• For households receiving both CalFresh and CalWORKs, the RE and RC must be set in the same month (called "aligning"), when possible, so that both can be completed at the same time. When adding a new program to a case with an existing program, use the existing program's RE/RC date for the new program (see the "Aligning Certification Period – CalWORKs and CalFresh" section of this chapter).• For households receiving both Non-Assistance CalFresh (NACF) and Medi-Cal, the RC and Medi-Cal RE must be set in the same month (called "aligning"), when possible, so that both can be completed at the same time. When adding a new program to a case with an existing program, use the existing program's RE/RC date for the new program.• Once a certification period is established, it cannot be shortened (if a household is determine ineligible, discontinue the case/program). However, when setting a certification period, it can be set for less than 12 months (see the "Setting the certification period length" block in this handbook section). If eligibility changes from Public Assistance CalFresh (PACF) to NACF, the household retains the originally established certification period.• When the certification period is established, C-IV will automatically set the SAR 7 due date (SAR Due Month) to six months prior to the RE Due Month.

Continued on next page

Certification, Continued

Setting the certification period length

The length of certification periods for CalFresh will be set based on the household/reporting type. Use the following chart to determine the appropriate certification length for CalFresh households:

If the CalFresh Household Reporting Type is...	And...	Then the certification period is...
Semi-Annual Reporting (SAR),	• Not all adult members are elderly/disabled, <i>and</i>	12 months.
	• One or more adult member has earned income,	
	• Not all adult members are elderly/disabled, <i>and</i>	12 months.
	• No adult members have earned income,	
Change Reporting (CR),	• All adult members are elderly/disabled, <i>and</i>	24 months (SAR 7 Eligibility Status Report (SAR 7) serves as 12-month contact).
	• One or more adult member has earned income,	
	• Not all adult members are elderly/disabled, <i>and</i>	12 months.
	• No adult members have earned income,	
	• All adult members are elderly/disabled, <i>and</i>	24 months (with contact every 12 months)
	• No adult members have earned income,	
	The household members are residents of an Indian Reservation,	24 months (with contact every 12 months)

Note: The initial certification period may be shorter than 12 or 24 months in order to align with another program. See the “Aligning Certification Period – CalWORKs and CalFresh” section in this chapter for more information.

12-month contact for 24-month certification period

CalFresh households that qualify for a 24-month certification period must be contacted every 12 months to obtain any changes that have occurred in the household. A contact with the household can be completed by:

- Phone,
- In-office interview (including an RE interview for a CalWORKs case), or
- Some form of written report (such as a SAR 7 or Medi-Cal RE).

For CR households, EWs must set a **Contact Client** Task for the first day of the 12th month with a long description of “12 month contact for 24 month certification period households”.

Important: The EW must complete a Journal entry about the information received in the 12-month contact. See the “12-month contact phone call procedures” block in this handbook section for EW actions.

SAR households with 24-month certification periods

Households with a 24-month certification period are considered SAR when one or more of the adults has earned income. The household must submit a SAR 7 in the 6th, 12th, and 18th months of the certification period. The SAR 7 in the 12th month serves as the 12-month contact.

Currently, C-IV is programmed to only send a SAR 7 six months prior to the RC, which is the 18th month of a 24-month certification period. Until System Change Request (SCR) 49895 is implemented to request SAR 7s at the 6th and 12th months of the certification period, these SAR 7s will not be required. EWs will make a 12-month contact, as per the “12-month contact phone call procedures” block in this handbook section, and process the 18th month SAR 7 per current procedures.

Certification, Continued

12-month contact phone call – what to ask

If completing a 12-month contact via telephone for CalFresh households that qualify for a 24-month certification period, the EW must ask if there have been any changes to the household's:

- Source or amount of income
- Household composition
- Residence and/or shelter expenses
- Court ordered child support
- Resources that reach or exceed the maximum resource limit

12-month contact phone call procedures

The EW will take the following steps to complete the 12-month contact required for CalFresh households that qualify for a 24-month certification period:

Step	Action						
1	<p>Review the case to determine if some form of written report (SAR 7 or Medi-Cal RE) was submitted in the 12th month, and:</p> <table> <tr> <th>If a report was...</th><th>Then...</th></tr> <tr> <td>Submitted,</td><td> <ul style="list-style-type: none"> • Take any necessary actions needed as a result of the report, • Clear the 12-month Task, and • Go to Step 3. </td></tr> <tr> <td>Not submitted,</td><td> <ul style="list-style-type: none"> • Clear the 12-month Task, and • Go to Step 2. </td></tr> </table>	If a report was...	Then...	Submitted,	<ul style="list-style-type: none"> • Take any necessary actions needed as a result of the report, • Clear the 12-month Task, and • Go to Step 3. 	Not submitted,	<ul style="list-style-type: none"> • Clear the 12-month Task, and • Go to Step 2.
If a report was...	Then...						
Submitted,	<ul style="list-style-type: none"> • Take any necessary actions needed as a result of the report, • Clear the 12-month Task, and • Go to Step 3. 						
Not submitted,	<ul style="list-style-type: none"> • Clear the 12-month Task, and • Go to Step 2. 						
2	<p>Call the customer, and:</p> <table> <tr> <th>If the customer...</th><th>Then...</th></tr> <tr> <td>Answers the phone,</td><td> <ul style="list-style-type: none"> • Explain the purpose of the call. • Ask if any changes have occurred, as listed in the “12-month contact phone call – what to ask” block in this handbook section. • Take any necessary case actions as a result of changes reported by the customer. </td></tr> <tr> <td>Does not answer the phone,</td><td> <p>Send an appointment letter for a phone interview to complete a 12-month contact. At the time of the interview, if the customer:</p> <ul style="list-style-type: none"> • Does not answer the phone – Discontinue the case effective the first of the following month as soon as 10-day NOA can be provided for a reason of Failed to Complete Determination. • Answers the phone: <ul style="list-style-type: none"> – Explain the purpose of the call. – Ask if any changes have occurred, as listed in the “12-month contact phone call – what to ask” block in this handbook section. – Take any necessary case actions as a result of changes reported by the customer. </td></tr> </table>	If the customer...	Then...	Answers the phone,	<ul style="list-style-type: none"> • Explain the purpose of the call. • Ask if any changes have occurred, as listed in the “12-month contact phone call – what to ask” block in this handbook section. • Take any necessary case actions as a result of changes reported by the customer. 	Does not answer the phone,	<p>Send an appointment letter for a phone interview to complete a 12-month contact. At the time of the interview, if the customer:</p> <ul style="list-style-type: none"> • Does not answer the phone – Discontinue the case effective the first of the following month as soon as 10-day NOA can be provided for a reason of Failed to Complete Determination. • Answers the phone: <ul style="list-style-type: none"> – Explain the purpose of the call. – Ask if any changes have occurred, as listed in the “12-month contact phone call – what to ask” block in this handbook section. – Take any necessary case actions as a result of changes reported by the customer.
If the customer...	Then...						
Answers the phone,	<ul style="list-style-type: none"> • Explain the purpose of the call. • Ask if any changes have occurred, as listed in the “12-month contact phone call – what to ask” block in this handbook section. • Take any necessary case actions as a result of changes reported by the customer. 						
Does not answer the phone,	<p>Send an appointment letter for a phone interview to complete a 12-month contact. At the time of the interview, if the customer:</p> <ul style="list-style-type: none"> • Does not answer the phone – Discontinue the case effective the first of the following month as soon as 10-day NOA can be provided for a reason of Failed to Complete Determination. • Answers the phone: <ul style="list-style-type: none"> – Explain the purpose of the call. – Ask if any changes have occurred, as listed in the “12-month contact phone call – what to ask” block in this handbook section. – Take any necessary case actions as a result of changes reported by the customer. 						
3	Journal all actions taken.						

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Certification, Continued

Establishing cycles in SAR

SAR cycles will be assigned to each case based on the Beginning Date of Aid (BDA).

- There are six months in each SAR cycle
- Each six-month period represents one SAR Payment Period.
- Two six-month SAR Payment Periods equal one 12-month certification period.

Cycle 1	1 st month – BDA/ 1 st SAR Payment Month	5 th month – SAR Data Month	6 th month – SAR Submit Month	12 th month – RE/RC due <i>No SAR 7 Submitted</i>
	January/July	May/November	June/December	December/June

Cycle 2	1 st month – BDA/ 1 st SAR Payment Month	5 th month – SAR Data Month	6 th month – SAR Submit Month	12 th month – RE/RC due <i>No SAR 7 Submitted</i>
	February/ August	June/December	July/January	January/July

Cycle 3	1 st month – BDA/ 1 st SAR Payment Month	5 th month – SAR Data Month	6 th month – SAR Submit Month	12 th month – RE/RC due <i>No SAR 7 Submitted</i>
	March/September	July/January	August/February	February/August

Cycle 4	1 st month – BDA/ 1 st SAR Payment Month	5 th month – SAR Data Month	6 th month – SAR Submit Month	12 th month – RE/RC due <i>No SAR 7 Submitted</i>
	April/October	August/February	September/March	March/September

Cycle 5	1 st month – BDA/ 1 st SAR Payment Month	5 th month – SAR Data Month	6 th month – SAR Submit Month	12 th month – RE/RC due <i>No SAR 7 Submitted</i>
	May/November	September/March	October/April	April/October

Cycle 6	1 st month – BDA/ 1 st SAR Payment Month	5 th month – SAR Data Month	6 th month – SAR Submit Month	12 th month – RE/RC due <i>No SAR 7 Submitted</i>
	June/December	October/April	November/May	May/November

Aligning Certification Period – CalWORKs and CalFresh

Aligning RE/RC months – CalWORKs and CalFresh

The CalFresh Recertification (RC) and CalWORKs Re-Evaluation (RE) should be aligned in the same month when:

- Approving a new case,
- Transitioning from Transitional CalFresh to Regular CalFresh, or
- Adding a new program when there is an existing CalWORKs or CalFresh program.

The Beginning Date of Aid (BDA) is used to establish the RE/RC month, however, the Eligibility Worker (EW) must ensure that the correct RE/RC month is given. The RE/RC is changed by editing the **RE Due Month** field in C-IV, which is only available to those with certain security rights. Use the following chart as a guideline when aligning.

Application Situation	CalFresh BDA	CalWORKs BDA	CalFresh RC Date	CalWORKs RE Date
Joint application	9/15/13	9/15/13	8/14	8/14
Joint application when all adult CalFresh household members are elderly or disabled or residents of an Indian Reservation.	9/15/13	9/15/13	8/15 Note: Two year certification period when all adult CalFresh household members are elderly or disabled with required contact at 12 months.	8/14
Ongoing CalFresh household applies for CalWORKs (align CalWORKs with CalFresh)	2/11/13	9/15/13	1/14	1/14
Ongoing CalWORKs applies for CalFresh (align CalFresh with CalWORKs)	9/15/13	2/11/13	1/14	1/14

C-IV alignment – CalWORKs and CalFresh

When approving CalWORKs with an existing CalFresh program or vice versa, C-IV is programmed to:

- Align the CalWORKs RE with the existing CalFresh RC.
- Not align the CalFresh RC with the existing CalWORKs RE – the EW must manually align the CalFresh RC.

Continued on next page

Aligning Certification Period – CalWORKs and CalFresh,

Continued

Continuing cases: Examples of aligning RE/RC Months – CalWORKs and CalFresh

The following examples illustrate the instructions for aligning RE and RC months for continuing cases:

- **Example 1: Same application dates.** BDA for CalWORKs and CalFresh is 7/9/15. The RE and RC are based on the BDA and will be due 6/16.
- **Example 2: Adding CalFresh to CalWORKs.** BDA for CalWORKs is 6/9/15. The RE Month will be 5/16. BDA for CalFresh is 8/13/15. The worker can establish the Certification period for 10 months to align the CalFresh RC Month with the CalWORKs RE Month in 5/16 (Certification period cannot be shortened once it has been established, but it may be set for less than 12 months in order to align with CalWORKs). The SAR 7 for both programs will be due 11/15.
- **Example 3: Adding CalWORKs to CalFresh.** BDA for CalFresh is 7/9/15. The RC is due 6/16. Date of application for CalWORKs is 10/13/15. The CalWORKs RE must be set for 6/16 to align with the CalFresh RE Month. The SAR 7 for both programs will be due 12/15.

Add person: RC month

When adding a person to an existing case, the RC must remain as previously established.

Aligning and the SAR 7

When aligning RE and RC months, the SAR 7 will be due in the same month for both programs.

Example: An ongoing CalWORKs case has an RE due in 12/15 and a SAR 7 due in 06/15. A CalFresh case is approved in 03/15. In order to align with the CalWORKs, the CalFresh RC is due 12/15 and the SAR 7 is due 06/15. C-IV will automatically assign the **SAR Due Month** as 06/15 to align with CalWORKs.

Medi-Cal REs

RCs for CalFresh-only cases do not need to be aligned with Medi-Cal REs

Recertification (RC) – Basic Information

Introduction	This section describes the CalFresh Recertification (RC) process.
References	<p>The following regulations are applicable to the information under this topic:</p> <ul style="list-style-type: none">• Manual of Policies and Procedures (MPP) 63-504.6• All County Letter (ACL) 03-18, 08-29, 11-70
Overview	<p>The RC is the process in which participating CalFresh households re-establish eligibility for an assigned certification period. The process involves the household:</p> <ul style="list-style-type: none">• Completing a new application,• Attending and completing an interview (either face-to-face or over the phone), and• Providing required verification. <p>The EW will then review the household's circumstances and, if eligible, establish eligibility for the new certification period.</p> <p>Note: CalWORKs and Medi-Cal also require a Re-Evaluation (RE) (every 12 months) and follow the same basic concept.</p>
CF 377.2 (NEC letter)	<p>The RC process begins with the mailing of the Notice of Expiration Certification (CF 377.2, or NEC letter). The NEC letter informs the household when the current certification period will end, and that a separate appointment letter will be mailed to recertify for CalFresh. C-IV will automatically send the NEC letter at least 45 days prior to the end of the current certification period.</p> <p>Since the NEC letter informs the household of the current certification period's end date, it eliminates the need for a:</p> <ul style="list-style-type: none">• Discontinuance Notice of Action (NOA) if the customer fails to complete the RC interview and application form(s), and• 10-day NOA if the household does not complete the RC timely and benefits are prorated due to untimely processing.

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Recertification (RC) – Basic Information, Continued

CF 377.2 (NEC letter) (continued)

The NEC letter **does not** eliminate the need for a CalFresh Notice of Missed Interview (NOMI) (CF 386) letter if the household misses the scheduled interview. A new discontinuance NOA is not required once the NOMI is sent **unless** an eligibility determination has been made for the next certification period. If an eligibility determination is made, the household must be sent either a(n):

- Approval NOA for the upcoming certification period, or
- Denial NOA for failing to:
 - Meet eligibility conditions,
 - Provide verification and/or forms after 10 days, or
 - Complete an interview when forms have been received.

Note: An RC application is considered timely when submitted by the 15th day of the last month of the certification period.

Scheduling the RC interview appointment

EWs must schedule the RC appointment before the 15th of the month prior to the RC due month. C-IV will then automatically mail the CalFresh Recertification Packet (which will include the RC appointment letter) to the household on the 15th of the month prior to the RC due month. If the appointment is not scheduled in C-IV before the 15th, the packet will contain a blank appointment letter stating that the customer will receive a separate letter with an interview appointment date and time.

The EW is also responsible for ensuring the following documents were sent, or send manually if needed:

- NEC Letter, and
- RC packet.

In addition to a scheduled date and time, the RC appointment letter must contain specific language depending on whether the appointment is a face-to-face or phone interview. Refer to the C-IV User Guide – All Programs – CalWORKs/CalFresh – Appointments for RE/RC for the required language and C-IV scheduling instructions.

Who may complete the RC

The RC may be completed by one adult household member or authorized representative, or a responsible minor when the household is composed entirely of minors and has no adult to act on its behalf. The signature on a faxed application is considered a valid signature, as is the electronic signature on the C4Yourself e-Application.

Recertification (RC) – Basic Information, Continued

Notification of RC due date

EWs are notified of the RC due date by:

- Referencing monthly lists posted on the HS Reports website, and
- Locating the household's next RC month on the C-IV **Case Summary** and **Workload Inventory** pages.

The EW is then responsible to:

- Schedule an interview appointment utilizing the **Customer Appointment Detail** page, and
 - Ensure that the following were sent or send manually, if needed:
 - CF 377.2 “Notice of Expiration of Certification” (NEC) letter, and
 - RC packet.
-

Interview date and time

Set the RC appointment beginning the second work day of the RC Month to allow sufficient time to process the RC before the end of the certification period/RC Month.

Face-to-face or phone interviews

RC appointments must be scheduled as a phone interview unless the customer:

- Requests a face-to-face interview
- Has a customer-caused overissuance (OI) within the last 12 months for:
 - Intentional Program Violation (IPV), or
 - Welfare Fraud – This is indicated by the **Recovery Account Detail** page. The **Investigations** dropdown menu will have a selection of:
 - ✓ **Investigations**,
 - ✓ **Misdemeanor**, or
 - ✓ **Felony**.
- Does not have a:
 - Telephone, or
 - Physical address.

Note: The face-to-face interview can be conducted in the district office or other mutually acceptable location, including the household's residence, if scheduled in advance.

Recertification (RC) – Automated RE/RC Packets

Introduction

This section contains information about the CalWORKs Re-Evaluation (RE) and CalFresh Recertification (RC) packets.

Types of automated RE/RC packets

C-IV has developed three types of automated RE/RC packets in English and Spanish. C-IV will send the following packets based on active program(s):

Program	Automated Packet
CalWORKs and CalFresh	CalWORKs/CalFresh RE Packet (CW/CF RE Packet)
CalWORKs only	CalWORKs Redetermination Packet (CW RE Packet)
CalFresh or Transitional CalFresh	CalFresh Recertification Packet (CF RE Packet)

Journal entry for automated RE/RC packets

Each generated RE/RC packet will have a **Journal** entry automated created that will indicate what type of RE/RC packet was generated and mailed. The **Journal** entry will contain a list of all forms included for the **RE Due Month**.

Note: If the RE/RC packet is generated manually, the Journal entry will still be generated.

Continued on next page

Recertification (RC) – Automated RE/RC Packets, Continued

RE/RC packets not generated

If a RE/RC date is changed after the automated RE/RC packets for the RE Due Month has been sent, the Eligibility Worker (EW) must send the RE/RC packet manually. The EW will:

Step	Action
1	Schedule the RE/RC appointment. See the C-IV User Guide – CalWORKs/CalFresh – Appointments for RE/RC for instructions about completing the Customer Appointment Detail page.
2	Determine the correct type of RE/RC packet required for the case. See the “Types of automated RE/RC packets” block in this section for choosing the correct packet type.
3	Access the Template Repository in the C-IV system. <ul style="list-style-type: none">• Enter the correct type of RE/RC packet in the Form Name.• Click the hyperlink in the Name column for the desired packet.• Complete all Document Parameter data entry fields:<ul style="list-style-type: none">– Case Number – if within a case, the case number will pre-populate.– Customer Name– Program– Language• Click Generate Form.• Click the Save and Print Locally button.
4	Journal all actions taken.

Note: A list of cases that were either not mailed an automated RE/RC packet or were not scheduled for an RE/RC appointment is posted to the HS Resource Center on approximately the 17th of each month. The list is titled “CW-CF No Auto RE-Appt Due XX-20XX” and contains the following tabs:

- Tab one - Automated RE/RC packet was not sent by C-IV, and
- Tab two - An appointment was not scheduled or was scheduled incorrectly.

Continued on next page

Recertification (RC) – Automated RE/RC Packets, Continued

Customer Reporting Detail page and the automated RE/RC packet

RE/RC packets will be tracked on the C-IV **Customer Reporting List/Detail** pages. The **Submit Month** listed on the **Customer Reporting List/Detail** pages will display the **RE Due Month** from the **Case Summary** page. The **CW/CF RE Completeness Determination** section of the **Customer Reporting Detail** page contains the following questions:

1. Were all required forms returned complete?
2. Was the SAWS 2A signed and dated?
3. Were all of the required verifications provided?
4. Cash Aid: Was the entire CalWORKs redetermination process completed?
 - This question will be omitted for CalFresh only cases.
- 4/5. CalFresh: Was the entire CalFresh Recertification process completed?

The answers for question 1, 2, and 3 will only be editable when the RE/RC packet has been marked as **Received**. The answers for questions 4 and 5 will automatically take the values of **No** or **N/A** if the RE/RC packet is not marked as **Received**, and **Yes**, **No**, or **N/A** if the RE/RC packet is marked as **Received**.

The RE/RC **Status** is dependent on the answers to questions 4 and 5. If questions 4 and/or 5 are answered **No**, the **Status** will be marked as **Incomplete**. If questions 4 and/or 5 are answered **Yes**, the **Status** will be marked as **Reviewed - Ready to Run EDBC**.

RE/RC packet – automated forms

The required forms listed below will be sent automatically by C-IV for each CalWORKs/CalFresh RE/RC, with a self-addressed stamped return envelope:

- CalWORKs/CalFresh Cover Sheet
- ADM 102 CIV – Appointment letter (an appointment must be scheduled in the **Customer Schedule** page in C-IV for the letter to contain an appointment date and time).
- SAWS 1 – Initial Application for CalFresh, Cash Aid, And/Or Medi-Cal/Health Care Programs
- SAWS 2A SAR – Rights and Responsibilities
- CW 2102 - The MFG Rule for Recipients of Cash Aid
- MC 200 VOTE (E/S) Preference form
 - The customer is not required to return the MC 200 VOTE. However, a Journal entry is required to indicate the form was not returned.
- SBDNOES – Voter Registration Card
- TEMP 2215 – Electronic Benefit Transfer (EBT) Important Information
- WTW 5 – Welfare to Work Program Notice
- CW 2184 – CalWORKs 48-Month Time Limit
- PUB 13 – Your Rights Under California Welfare Programs
- PUB 275 – Family Planning
- CW 101 – CalWORKs Immunization Rules
- TEMP 2226 – New Rules for Homeless Assistance for Persons Eligible for Cash Aid
- E-Notifications Information Sheet
- NA 1273 CIV – Electronic Notification Agreement

Note: If the customer also receives CalWORKs, the RE Appointment/Verification letter must be sent. For a list of additional CalWORKs forms required at RE, see the Operations and Reference Handbook (ORHB), Chapter T.

Continued on next page

Recertification (RC) – Automated RE/RC Packets, Continued

RC packet – automated forms

The required forms listed below will be sent automatically by C-IV for each Non-Assistance CalFresh (NACF) RC, with a self-addressed stamped return envelope:

- CalFresh Cover Sheet
 - ADM 102 CIV – Appointment letter (an appointment must be scheduled in the **Customer Schedule** page in C-IV for the letter to contain an appointment date and time).
 - MC 200 VOTE (E/S) Preference form
 - The customer is not required to return the MC 200 VOTE. However, a Journal entry is required to indicate the form was not returned.
 - SBDNOES – Voter Registration Card
 - CF 37 – Recertification for CalFresh Benefits
 - PUB 13 – Your Rights Under California Welfare Programs
 - PUB 275 – Family Planning ()
 - E-Notifications Information Sheet
 - NA 1273 CIV – Electronic Notification Agreement
-

RE/RC packet – manual forms

The following forms must be sent manually by the EW **after** completing a Public Assistance CalFresh (PACF) RE/RC interview appointment:

- CW 2166 – Work Pays Notice
 - SAR 7 (Sample) – SAR 7 Eligibility Status Report
 - SAR 7A – How to Fill Out Your SAR 7
 - DV 900 – Domestic Violence brochure
 - WIC Flyer
 - CW 2208 – 24-Month Time Clock Notice
 - PUB 183 – Child Health and Disability Prevention (CHDP) Program
 - CCP 7 – CalWORKs Child Care Request Form and Reimbursement Rules
 - PUB 429 – It's Your Money, You Earned It – Now Claim It & Save It
 - TAD WTW FS 9 – Good News
 - Only required if participation in Welfare-to-Work (WTW) is required.
 - One of the following documents (determined based on the reporting type):
 - AR 2 CR – Reporting Changes for CalWORKs and CalFresh
 - ✓ For CalWORKs Annual Reporting (AR) and CalFresh Change Reporting (CR).
 - AR 2 SAR – Reporting Changes for CalWORKs and CalFresh
 - ✓ For CalWORKs AR and CalFresh Semi-Annual Reporting (SAR)
 - SAR 2 – Reporting Changes for Cash Aid and CalFresh
 - ✓ For CalWORKs and CalFresh SAR
-

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Recertification (RC) – Automated RE/RC Packets, Continued

RC packet – manual forms

The following forms must be sent manually by the EW **after** completing a Non-Assistance CalFresh (NACF) RC interview appointment:

- CF 377.5 CR – CalFresh Household Change Report (for CR households only)
 - The EW must document in the case Journal that the CF 377.5 CR was explained to the customer.
 - DV 900 – Domestic Abuse Brochure
 - WIC Flyer Change Report (must be documented as sent)
 - PUB 429 – It's Your Money You Earned It – Now Claim It & Save It
-

NACF and TCF Recertification (RC) Process

Introduction

This section contains information about the Recertification (RC) process for Non-Assistance CalFresh (NACF) and Transitional CalFresh (TCF) cases.

Public Assistance CalFresh (PACF) and mixed CalFresh cases are subject to a Re-Evaluation/Recertification (RE/RC) and have different processing procedures. See the CalWORKs Policy Handbook (CWPHB) – Chapter 1, Applications for more information about RE/RC processing.

CF 37 returned by customer

The course of the RC interview is dependent on whether or not the customer has returned the Recertification for CalFresh Benefits (CF 37) form containing at least a name, address, and signature prior to the RC interview. Prior to completing the RC interview, the Eligibility Worker (EW) will:

- Review the case record for a returned CF 37 that contains at least a name, address, and signature, and
- Update the C-IV **Customer Reporting Detail** page based on the return of the necessary RC forms and verifications.

Note: The CF 37 does not contain an address field. The customer must complete Question 3 on the form to indicate if there has been a change to his/her address. If Question 3 is not completed, or if it is checked as “Yes” but does not contain the new address, the CF 37 is considered incomplete.

Interview process

The EW will follow the steps in the table below when conducting the RC interview:

Step	Action						
1	Search for the CF 37 in the case record, and: <table><tr><th>If the CF 37 is...</th><th>Then...</th></tr><tr><td>In the case record,</td><td>Go to step 3.</td></tr><tr><td>Not in the case record</td><td>Go to step 2.</td></tr></table>	If the CF 37 is...	Then...	In the case record,	Go to step 3.	Not in the case record	Go to step 2.
If the CF 37 is...	Then...						
In the case record,	Go to step 3.						
Not in the case record	Go to step 2.						

Continued on next page

NACF and TCF Recertification (RC) Process, Continued

Interview process (continued)

Step	Action						
2	<p>Ask the customer if he/she still has the CF 37 in his/her possession, and:</p> <table> <tr> <th>If the customer...</th><th>Then...</th></tr> <tr> <td>Has the CF 37,</td><td> <ul style="list-style-type: none"> Advise the customer to: <ul style="list-style-type: none"> Complete the minimum filing requirement (name, Question #3, and signature) on the CF 37 that was received with the RC packet, Complete, sign, and date the MC 200, and Return the CF 37 and the MC 200 in the return envelope return envelope provided with the RC packet. Mail a Request for Verification (CW 2200) form requesting the CF 37 be returned within 10 days from the current date. </td></tr> <tr> <td> <ul style="list-style-type: none"> Does not have the CF 37, or Says he/she already returned the CF 37, </td><td> <ul style="list-style-type: none"> Print the CF 37 from the CalFresh Recertification Packet initially mailed to the household. <ul style="list-style-type: none"> Do not generate a new CalFresh Recertification packet or a CF 37 through the C-IV Template Repository. Notify the customer that the CF 37 will be mailed to him/her and he/she must: <ul style="list-style-type: none"> Complete the minimum filing requirement sections, and Return the form in the provided postage paid envelope. <ul style="list-style-type: none"> ✓ The customer may come in to the office to complete the CF 37, if desired. Mail the CF 37 to the household along with a CW 2200 requesting the CF 37 be returned within 10 days from current date. </td></tr> </table> <p>Note: The CW 2200 must also contain any necessary verification(s) that are required to complete the RC. See the "Required documentation/verification" block in this section for more information regarding completion and mailing of the CW 2200.</p>	If the customer...	Then...	Has the CF 37,	<ul style="list-style-type: none"> Advise the customer to: <ul style="list-style-type: none"> Complete the minimum filing requirement (name, Question #3, and signature) on the CF 37 that was received with the RC packet, Complete, sign, and date the MC 200, and Return the CF 37 and the MC 200 in the return envelope return envelope provided with the RC packet. Mail a Request for Verification (CW 2200) form requesting the CF 37 be returned within 10 days from the current date. 	<ul style="list-style-type: none"> Does not have the CF 37, or Says he/she already returned the CF 37, 	<ul style="list-style-type: none"> Print the CF 37 from the CalFresh Recertification Packet initially mailed to the household. <ul style="list-style-type: none"> Do not generate a new CalFresh Recertification packet or a CF 37 through the C-IV Template Repository. Notify the customer that the CF 37 will be mailed to him/her and he/she must: <ul style="list-style-type: none"> Complete the minimum filing requirement sections, and Return the form in the provided postage paid envelope. <ul style="list-style-type: none"> ✓ The customer may come in to the office to complete the CF 37, if desired. Mail the CF 37 to the household along with a CW 2200 requesting the CF 37 be returned within 10 days from current date.
If the customer...	Then...						
Has the CF 37,	<ul style="list-style-type: none"> Advise the customer to: <ul style="list-style-type: none"> Complete the minimum filing requirement (name, Question #3, and signature) on the CF 37 that was received with the RC packet, Complete, sign, and date the MC 200, and Return the CF 37 and the MC 200 in the return envelope return envelope provided with the RC packet. Mail a Request for Verification (CW 2200) form requesting the CF 37 be returned within 10 days from the current date. 						
<ul style="list-style-type: none"> Does not have the CF 37, or Says he/she already returned the CF 37, 	<ul style="list-style-type: none"> Print the CF 37 from the CalFresh Recertification Packet initially mailed to the household. <ul style="list-style-type: none"> Do not generate a new CalFresh Recertification packet or a CF 37 through the C-IV Template Repository. Notify the customer that the CF 37 will be mailed to him/her and he/she must: <ul style="list-style-type: none"> Complete the minimum filing requirement sections, and Return the form in the provided postage paid envelope. <ul style="list-style-type: none"> ✓ The customer may come in to the office to complete the CF 37, if desired. Mail the CF 37 to the household along with a CW 2200 requesting the CF 37 be returned within 10 days from current date. 						
3	<p>Update the appropriate Data Collection pages in C-IV based on the responses from the customer during the interview, and:</p> <table> <tr> <th>If the CF 37 is...</th><th>Then,</th></tr> <tr> <td>In the case record,</td><td>Compare the customer's interview responses to the responses on the CF 37.</td></tr> <tr> <td>Not in the case record,</td><td>Refer to a blank CF 37 form for a sample of questions and to verify the information is correct in C-IV.</td></tr> </table>	If the CF 37 is...	Then,	In the case record,	Compare the customer's interview responses to the responses on the CF 37.	Not in the case record,	Refer to a blank CF 37 form for a sample of questions and to verify the information is correct in C-IV.
If the CF 37 is...	Then,						
In the case record,	Compare the customer's interview responses to the responses on the CF 37.						
Not in the case record,	Refer to a blank CF 37 form for a sample of questions and to verify the information is correct in C-IV.						
4	Confirm the customer's current address.						
5	<p>Address any discrepancies between the responses on the CF 37 (including responses left blank) and the customer's interview responses in the RC Journal entry.</p> <p>Note: All interview responses must be addressed in the RC Journal entry if the CF 37 has not been returned,.</p>						
6	Explain the Rights and Responsibilities that are included in the CF 37 to the customer.						
7	Review all documents needed to verify eligibility, including signatures on required forms.						

NACF and TCF Recertification (RC) Process, Continued

Interview process (continued)

Step	Action
8	Inform the household of the following: <ul style="list-style-type: none">• How to complete and submit the SAR 7 Status Report (SAR 7) using the SAR 7 Sample as a guide, and• Possible case discontinuance or delay in benefits for missing verification(s) and/or forms requiring a signature.
9	Journal all actions taken.

Note: If the RC interview is completed face-to-face and the customer has not returned the CF 37 or have it in his/her possession, the EW will print the CF 37 from the CalFresh Recertification Packet in the customer's C-IV case and have him/her complete the minimum filing requirement sections prior to beginning the interview.

Required documentation/verification

The EW will take the actions in the following table when missing documentation and/or verification is required to be submitted by the household following the RC interview:

Step	Action
1	Give/mail a Request for Verification (CW 2200) asking the household to submit the required documents and/or verification needed to process the RC within ten days.
2	Ensure the status of the RC Packet on the C-IV Customer Reporting Detail page is Incomplete .
3	Set a Task and complete a Journal entry to follow up on the return of the requested documents and/or verification.

Continued on next page

NACF and TCF Recertification (RC) Process, Continued

Required documentation/verification (continued)

Step	Action						
4	<p>Determine if the household has submitted the documents and/or verification by the 10th day following the date of request, and:</p> <table> <tr> <th>If the household has...</th><th>Then ...</th></tr> <tr> <td>Submitted all requested documents and/or verification,</td><td> <ul style="list-style-type: none"> Update the: <ul style="list-style-type: none"> Appropriate C-IV detail pages, and Customer Reporting Detail page. Run Eligibility Determination and Benefit Calculation (EDBC) for the first month of the next certification period, Send appropriate Notices of Action (NOAs), and Image all documents and/or verifications. </td></tr> <tr> <td>Not submitted all requested documents and/or verification,</td><td> <p>Generate and mail a CalFresh Denial (No Budget) NOA. The NOA must include the:</p> <ul style="list-style-type: none"> Reason for the denial, Specific documents and/or verifications that the customer failed to provide, and <p>Note: Do NOT perform a Negative Action on the case. C-IV will discontinue benefits at the end of the current certification period as long as the status of the RC Packet is Incomplete.</p> </td></tr> </table>	If the household has...	Then ...	Submitted all requested documents and/or verification,	<ul style="list-style-type: none"> Update the: <ul style="list-style-type: none"> Appropriate C-IV detail pages, and Customer Reporting Detail page. Run Eligibility Determination and Benefit Calculation (EDBC) for the first month of the next certification period, Send appropriate Notices of Action (NOAs), and Image all documents and/or verifications. 	Not submitted all requested documents and/or verification,	<p>Generate and mail a CalFresh Denial (No Budget) NOA. The NOA must include the:</p> <ul style="list-style-type: none"> Reason for the denial, Specific documents and/or verifications that the customer failed to provide, and <p>Note: Do NOT perform a Negative Action on the case. C-IV will discontinue benefits at the end of the current certification period as long as the status of the RC Packet is Incomplete.</p>
If the household has...	Then ...						
Submitted all requested documents and/or verification,	<ul style="list-style-type: none"> Update the: <ul style="list-style-type: none"> Appropriate C-IV detail pages, and Customer Reporting Detail page. Run Eligibility Determination and Benefit Calculation (EDBC) for the first month of the next certification period, Send appropriate Notices of Action (NOAs), and Image all documents and/or verifications. 						
Not submitted all requested documents and/or verification,	<p>Generate and mail a CalFresh Denial (No Budget) NOA. The NOA must include the:</p> <ul style="list-style-type: none"> Reason for the denial, Specific documents and/or verifications that the customer failed to provide, and <p>Note: Do NOT perform a Negative Action on the case. C-IV will discontinue benefits at the end of the current certification period as long as the status of the RC Packet is Incomplete.</p>						
5	Complete a Journal entry documenting all actions taken.						

Failure to attend RC interview

When a customer does not attend the RC interview, the EW will:

- Mail a Notice of Missed Interview (NOMI) (CF 386) to the household,
- Update Customer Appointment Detail page accordingly, and
- Ensure the status of the CalFresh RC Packet on the **Customer Reporting Detail** page in C-IV is updated to **Incomplete**.

No other action is required as long as an eligibility determination is not made for the next certification period. A Negative Action is **not** to be performed. C-IV will discontinue the case at the end of the current certification period.

Continued on next page

NACF and TCF Recertification (RC) Process, Continued

Certifying from TCF to regular CalFresh

The RC process for TCF cases is the same as it is for regular CalFresh cases, with the following exceptions:

- The EW must complete the **CalFresh Recertification Detail** page in C-IV for cases that are recertifying from Transitional CalFresh (TCF) to regular CalFresh. See C-IV User Guide – Transitional CalFresh Recertifying/Transitioning to Regular CalFresh for specific instructions.
- Households may reapply for CalWORKs and recertify for CalFresh at any time while receiving TCF.

Note: Once the **CalFresh Recertification Detail** page is completed, C-IV will not auto-discontinue the case at the end of the certification period. The EW must perform a negative action and deny the case, if appropriate, to ensure benefits are not erroneously issued.

NACF CalFresh discontinuance at RC

The NACF CalFresh case will be discontinued at the end of the certification period when the household fails to:

- Attend the RC interview (either face-to-face or over the telephone), and
- Return the CF 37.

The EW will complete the appropriate action in C-IV and send a manual CF 386 on the date of the interview. No further action or notice is required.

RC completion

The RC is not complete until:

- All necessary verification is received, and
- Forms requiring a household signature are returned (unless the e-Application is used).

Note: A CW 2200 is required for all missing verifications and/or forms requiring signatures. The CW 2200 must be specific as to what verification/forms are required. The EW must allow the household 10 days to provide the requested items.

Processing an RC after 10 day

When processing an RC after 10-day NOA, timely notice is not required to decrease benefits or discontinue a case. When a household's certification period is ending, the RC process is considered a new application; therefore, timely notice is not required when denying or decreasing benefits from the previous certification period. The CalFresh Notice of Expiration of Certification (NEC) (CF 377.2) letter provides sufficient notice of the end of the previous certification and the benefits the customer was eligible to at that time.

Continued on next page

NACF and TCF Recertification (RC) Process, Continued

Customer submits other application form

An Initial Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs (SAWS 1), Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs (SAWS 2 Plus), or an e-Application that is returned/submitted by the customer after the RC interview and contains at least a name, address and signature, may be accepted in lieu of the CF 37.

Customer calls CSC on last day of RC period

A customer who calls the Customer Service Center (CSC) to complete an RC on the last day of the certification period will be scheduled a same-day appointment in the customer's local district office. If the customer is unable to appear in a local district office that day, the CSC EW will take the following actions:

Step	Action
1	Schedule the customer an appointment for the next business day. Note: Do not generate or mail an Appointment Letter (ADM 102 CIV).
2	E-mail a completed Non-Assistance CalFresh End of Month Recertification Initiation Form (TAD CF 575) to the assigned Master Assignment Queue (MAQ).
3	Journal all actions taken.

TAD CF 575 received in district office

When the TAD CF 575 is received from the CSC EW, the Schedule Coordinator will assign the appointment to an EW. The EW will review the case and the TAD CF 575 prior to the appointment, and:

If the customer...	Then the EW will...
Shows for the scheduled appointment,	Complete the RC interview process. See the "Interview process" block in this handbook section for more information.
Does not show for the scheduled appointment,	Journal the customer did not show for his/her RC appointment.

Note: The EW must allow recertifying customers 10 days to provide any needed verification. The case will remain in discontinuance status during this time. If the customer submits the requested verification timely, the discontinuance will be rescinded.

Continued on next page

NACF and TCF Recertification (RC) Process, Continued

Regular CalFresh RC denial

The regular CalFresh RC application will be denied when the household attends the RC appointment but fails to:

- Meet any eligibility condition(s), or
- Provide/return required verifications and/or forms.

When the household meets either of the criteria listed above, the EW will follow the chart below:

If the denial is for failure to...	Then...	
Meet eligibility conditions,	<ul style="list-style-type: none"> • Update the appropriate Data Collection pages in C-IV, • Run, accept and save EDBC, • Review the C-IV generated NOA, and: 	
	If the NOA is...	Then...
	Correct,	Save and centrally mail the NOA.
Provide verification and/or forms after 10 days,	Incorrect,	<ul style="list-style-type: none"> • Reject the NOA, and • Generate and mail a NA CF DNL1 NOA containing the appropriate denial reason.
	<ul style="list-style-type: none"> • Generate and mail a NA CF DNL1 NOA. The NOA must include the: <ul style="list-style-type: none"> – Reason for the denial, and – Specific documents and/or verifications that the household failed to provide. • Do NOT perform a Negative Action on the case. C-IV will discontinue benefits at the end of the current certification period as long as the status of the RC Packet is Incomplete. <p>Note: If the 10 days elapse into the month following the RC month, benefits <u>will not</u> be issued for that month until verification and/or forms have been received.</p>	

Transitional CalFresh discontinuance at RC

The Transitional CalFresh case will be discontinued when the household fails to attend the RC interview, either face-to-face or over the telephone. The EW will complete the appropriate action in C-IV, and send a manual CF 386 on the date of the interview. No further action or notice is required.

Note: If the customer calls the CSC on the last day of the RC period, follow the instructions in the “Customer calls CSC on last day of RC period” block in this handbook section.

Continued on next page

NACF and TCF Recertification (RC) Process, Continued

Transitional CalFresh RC denial when recertifying in RC due month

The Transitional CalFresh RC application will be denied when the household attends the RC appointment but fails to:

- Meet any eligibility condition(s), or
- Provide/return required verifications and/or forms.

When the household meets either of the criteria listed above, the EW will follow the chart below:

If the denial is for failure to...	Then...						
Meet eligibility conditions,	<ul style="list-style-type: none"> • Update the appropriate Data Collection pages in C-IV, • Run, accept and save EDBC, • Review the C-IV generated NOA, and: <table> <tr> <th>If the NOA is...</th><th>Then...</th></tr> <tr> <td>Correct,</td><td>Save and centrally mail the NOA.</td></tr> <tr> <td>Incorrect,</td><td> <ul style="list-style-type: none"> • Reject the NOA, and • Generate and mail a NA CF DNL1 NOA containing the appropriate denial reason. </td></tr> </table>	If the NOA is...	Then...	Correct,	Save and centrally mail the NOA.	Incorrect,	<ul style="list-style-type: none"> • Reject the NOA, and • Generate and mail a NA CF DNL1 NOA containing the appropriate denial reason.
If the NOA is...	Then...						
Correct,	Save and centrally mail the NOA.						
Incorrect,	<ul style="list-style-type: none"> • Reject the NOA, and • Generate and mail a NA CF DNL1 NOA containing the appropriate denial reason. 						
Provide verification and/or forms after 10 days,	<ul style="list-style-type: none"> • Perform a negative action to deny the case. • Generate and mail a NA CF DNL1 NOA; the NOA must include: <ul style="list-style-type: none"> – Reason for the denial, and – Specific documents and/or verifications that the household failed to provide. <p>Note: If the 10 days elapse into the month following the RC month, benefits <u>will not</u> be issued for that month until verification and/or forms have been received.</p>						

Note: Instructions for completing a denial action are found in the C-IV User Guide, “TCF – Denial of Pending Regular CalFresh Recertification”.

Transitional CalFresh RC denial when recertifying prior to RC due month

Households may recertify for Regular CalFresh and/or reapply for CalWORKs at any time while receiving Transitional CalFresh. The Regular CalFresh application to recertify will be denied when the household fails to attend/complete the RC interview, either face-to-face or over the telephone.

The EW will complete the appropriate action in C-IV, and send a manual CF 386 – NOMI on the date of the interview.

Note: No further action or notice is required.

Continued on next page

Recertification (RC) Process, Continued

Setting the new certification period and RC month

Use the following guidelines to determine the new/updated certification period and RC month:

- The length of the new certification period is based on the household's circumstances at the time of RC. In most cases, this is 12 months (see the "Setting the certification period length" block in the "Certification" section of this Handbook Chapter).
- C-IV automatically sets the new RC Month for 12 months from the first month of the new certification period (the first month of the new certification period is "month one"), but it can be manually adjusted if the period needs to be aligned with another program (see the C-IV User Guide, "Re-evaluations (RE)/Recertifications," for complete instructions).
- The first month of the new certification period starts the first day of the month following the end of the current certification period (end of the current RC Month).
- The last month of the new certification period is the future RC Month.
Note: The actual RC interview date does not have an effect on the new certification period, as long as it is completed prior to the end of the RC period.
- For households receiving CalWORKs/CalFresh or CalFresh/Medi-Cal, the RE and RC must be set in the same month (called "aligning"), when possible, so both can be completed at the same time.
- When adding a CalWORKs or Medi-Cal program to a case with an existing CalFresh program, use the existing RC Month for the new program (see "Aligning RE months – CalWORKs and CalFresh" block in the Aligning Certification Period – CalWORKs and CalFresh section of this Handbook Chapter).
- Once a certification period is established, it cannot be shortened. However, when setting a certification period (at application or RC), it can be set for less than 12 months to align with another program (see the "Setting the certification period length" block in the Certification section of this Handbook Chapter).
- If eligibility changes from Public Assistance CalFresh (PACF) to Non-Assistance CalFresh (NACF) during the certification period, the household retains the originally established certification period.

Companion MC cases

When updating a CalWORKs RE and/or CalFresh RC month and there is a companion Medi-Cal case with the same RE month, the RE Month for the Medi-Cal case in the same CalWORKs Master Assignment Queue (MAQ) must be updated at the same time. The CalWORKs RE Month establishes eligibility for companion Medi-Cal cases.

Restoration of Eligibility and Benefits

Introduction This section contains information about the restoration of CalFresh eligibility and benefits, including requirements and processes.

Overview The Food and Nutrition Service (FNS) granted California Department of Social Services' (CDSS's) request for a waiver, which allows counties to restore eligibility to CalFresh households discontinued for non-receipt of a complete SAR 7 Eligibility Status Report (SAR 7). This waiver provides the household with an opportunity to resolve the reason for the discontinuance within the month following discontinuance without completing a new application or interview.

References The following regulations are applicable to the information in this section:

- All County Letter (ACL) 10-32, and
- ACL 12-35.

General rules The following are general rules regarding the restoration of eligibility and benefits:

- If a complete SAR 7 is received within the first five business days of the month, the customer will automatically be granted good cause (see the "Good cause" block of this handbook section); action to rescind the discontinuance must be completed within two business days from the receipt of the SAR 7.
- If a complete SAR 7 is received after the first five days (good cause), eligibility will be restored and benefits pro-rated from the date the household resolves the discontinuance by providing any requested verification in the month following discontinuance.
- Households that have a new county of residence and meet the criteria of restoration may elect to have their case restored and request the case be electronic Inter-County Transferred (eICT'd).
- Restored cases are considered continuing cases; therefore:
 - A new application or application interview is not required
 - The original certification period remains the same
 - The household is not entitled to Expedited Service (ES)

Options for the household Each CalFresh household has the option to select the most beneficial process for its circumstances. The household's choices are:

- Provide the missing verification (SAR 7, pay verification, etc.) and have the case processed as a restoration of eligibility and benefits, or
- Submit a new application and request ES.

Continued on next page

Restoration of Eligibility and Benefits, Continued

Exceptions The household's CalFresh eligibility and benefits will **not** be restored and the household must reapply when:

- The household was discontinued for failure to complete the Recertification (RC),
- The household was disqualified from the program, or
- The SAR 7 is received past the month following discontinuance for no SAR 7.

Good cause The Restoration of Aid waiver does not change the need to determine good cause for submitting a late SAR 7. When the customer submits a complete SAR 7 in the month following discontinuance, Eligibility Workers (EWs) will use the following guidelines:

If the complete SAR 7 is submitted...	Then...
Within the first five business days of the month,	Automatically grant good cause, rescinding the discontinuance within two business days from receipt of the SAR 7 (no pro-ration of benefits).
On the sixth business day through the last day of the month following discontinuance,	Evaluate for good cause and, if no good cause exists, completes the applicable restoration process explained in this handbook section (benefits will be pro-rated from the date the SAR 7 is received).

Note: See Chapter 9 – Reporting of this handbook for more information about good cause.

NOA requirements An approval or denial Notice of Action (NOA) is required to be sent to households after requesting restoration of aid. An adequate NOA is sufficient when a household's eligibility is either restored or denied,.

C-IV will populate the required restoration of aid language on the approval/denial NOA so long as **Restoration of Aid Waiver** is selected as the **Rescind Reason** on the **Rescind Detail** page. The EW will review the approval/denial NOA and:

If the approval/denial NOA...	Then ...
Refers to household's request for restoration of CalFresh,	Accept the NOA and send it to the household.
Does not refer to the household's request for restoration of CalFresh,	<ul style="list-style-type: none">• Reject the NOA,• Generate one of the following NOAs:<ul style="list-style-type: none">– Approvals – CalFresh Notice of Restoration Approval (CF 388), or– Denials – CalFresh Restoration Request Denial (CF 389), and• Manually complete the NOA and send it to the household.

Continued on next page

Restoration of Eligibility and Benefits, Continued

Semi-Annual Reporting (SAR) information

Use the following information when restoring eligibility/benefits due to a missing or incomplete SAR 7:

- When a Semi-Annual Reporting (SAR) household is discontinued due to a missing or incomplete SAR 7 and subsequently provides a completed SAR 7, the EW will determine eligibility and benefit amount based on the information pertaining to the SAR data month.
- If, during the restoration process, a household reports or provides updated information that has already been provided on the SAR 7, this information is considered a voluntary mid-period report and action is taken according to policy.
- If a household provides the missing information/verification and resolves the reason for discontinuance, and the household is determined ineligible, the original discontinuance date will remain. An adequate NOA denying the restoration of CalFresh benefits is required to be sent to the household.

Examples

The following are examples of restoration of eligibility and benefits:

Example 1: A household fails to submit the February SAR 7 and the case is discontinued March 31st. The household contacts the EW on April 7th asking why they did not receive their CalFresh benefits for April. The EW determines good cause does not exist and explains the February SAR 7 was not received, but the case can be restored at a pro-rated amount if the completed SAR 7 is received by April 30th. On April 15th, the household provides the SAR 7. The household's eligibility and benefits are based on the SAR 7 information and are effective April 15th. The SAR 7 cycle and Recertification (RC) period remains the same as they were prior to the discontinuance.

If benefits decrease due to the information reported on the SAR 7, only an adequate NOA is required.

Example 2: A household submits the February SAR 7 timely, but fails to provide income verification. The case is discontinued March 31st. On April 21st, the household provides the missing income verification and informs the EW that a new household member, with income, moved into the home on April 19th. Good cause does not exist, and the household provides the missing information. Since the addition of the new household member is a voluntary report and the new member's income would decrease benefits, the new member will not be added when restoring benefits. Eligibility and benefits for January will be restored based on the February SAR 7. See Chapter 10 – Budgeting in this handbook for more information regarding actions to take on voluntary mid-period changes.

Example 3: A household fails to submit the February SAR 7, and the case is discontinued March 31st. On April 10th, the household submits the SAR 7 and reports full-time employment started in February, which makes the household over the Income Reporting Threshold (IRT). An adequate NOA denying the restoration of CalFresh benefits is sent to the customer and CalFresh benefits are **not** restored.

Restoration of Eligibility and Benefits, Continued

Restoration process – Customer in office

The following chart gives an overview of the restoration process when the household comes into the office in the month following discontinuance to reapply for CalWORKs/CalFresh:

Stage	Description	
1	The Office Assistant (OA) gives the household a TAD 278 ID and SAWS 1. Once completed and returned, the OA forwards the paperwork to the Advance Eligibility Determination (AED) Interviewer.	
2	The AED Interviewer researches C-IV, and:	
	If the case was discontinued for...	Then...
	<ul style="list-style-type: none"> Incomplete or missing SAR 7, or Missing verification, 	Determine if there is good cause, and if there is: <ul style="list-style-type: none"> Good cause, refer to the "Good Cause" block of this handbook section. No Good Cause, go to Stage 3.
	<ul style="list-style-type: none"> Failure to complete the RC, or Disqualified from the program, 	Review the application and schedule the household for a return appointment with an intake worker. Note: If a case was discontinued for Quality Control (QC) non-cooperation, the application cannot be approved until cooperation occurs.
3	The AED Interviewer informs the household they have the option to provide the missing verification/SAR 7 or complete a new application, and:	
	If the household chooses to...	Then...
	Provide the incomplete or missing SAR 7,	<ul style="list-style-type: none"> Give the household an Application Withdrawal Request (CW 89) to complete a written withdrawal of application, Complete a Notice of Withdrawn Application (CW 10) and give a copy to the household, Image the CW 89 and CW 10 into C-IV, Generate the missing SAR 7 for the household to complete, Inform the household benefits will be prorated from the date the missing SAR 7 is provided, Complete a Journal entry including the options given and the choice made by the household, Complete a AED Restoration of Aid Routing Slip (CF 250) and attach it to the SAR 7, and Forward the CF 250 to the supervisor of the previous assigned EW/Master Assignment Queue (MAQ).
	Provide the missing verification,	<ul style="list-style-type: none"> Give the household a CW 89 to complete a withdrawal of application, Complete a CW 10 and give a copy to the household, Image the CW 89 and CW 10 into C-IV, Inform the household to bring in or mail the missing verification to the previous EW/MAQ, Inform the household benefits will be prorated from the date the missing verification is provided, and Complete a Journal entry including the options given and the choice made by the household.
	Complete the new application,	<ul style="list-style-type: none"> Review the application, Review for ES entitlement, Schedule household for a return appointment with an intake EW, and Complete a Journal entry including the options given and the choice made by the household.

Restoration of Eligibility and Benefits, Continued

Restoration process – Customer in office (continued)

Stage	Description
4	<p>The previously assigned EW/MAQ unit takes the following action when the missing verification/SAR 7 is received timely for restoration of eligibility purposes:</p> <ul style="list-style-type: none">• Rescind the case following the C-IV User Guide, “Rescind, Restoration of Eligibility and Benefits for CalFresh.”• Approve or deny the restored case.<ul style="list-style-type: none">– CalWORKs/CalFresh benefits will be pro-rated from the date the household provides the missing verification/SAR 7.– See the “Examples” block in this handbook section to determine what information will be used to calculate the allotment for the certification period.• Send the appropriate NOA to the household.• Journal all actions taken. <p>Note: If the household does not provide the missing verification/SAR 7 within the month of the discontinuance, no action is required by the EW and the case remains discontinued.</p>

Continued on next page

Restoration of Eligibility and Benefits, Continued

Restoration process – Customer calls The following chart provides the restoration actions taken by the EW when a customer calls inquiring about the discontinuance of his/her CalWORKs/CalFresh benefits:

Step	Action								
1	<p>Research in C-IV and determine:</p> <table> <tr> <th>If the case was discontinued for...</th><th>Then...</th></tr> <tr> <td> <ul style="list-style-type: none"> Incomplete or missing SAR 7, or Missing verification, </td><td> <p>Determine if there is good cause, and if there is:</p> <ul style="list-style-type: none"> Good cause, refer to the "Good Cause" block of this handbook section. Not Good Cause, go to Step 2. </td></tr> <tr> <td> <ul style="list-style-type: none"> Failure to complete the recertification, or Disqualified from the program, </td><td> <ul style="list-style-type: none"> Inform the customer he/she must reapply for CalWORKs/CalFresh by completing an application at: <ul style="list-style-type: none"> C4Yourself.com, The nearest Transitional Assistance Department (TAD) office, or The following internet site: http://www.dss.cahwnet.gov/cdssweb/entres/forms/English/CF285.pdf <ul style="list-style-type: none"> The application is printed and mailed to the nearest TAD office. Stop here. <p>Note: If a case was discontinued for QC non-cooperation, the application cannot be approved until cooperation occurs.</p> </td></tr> </table>	If the case was discontinued for...	Then...	<ul style="list-style-type: none"> Incomplete or missing SAR 7, or Missing verification, 	<p>Determine if there is good cause, and if there is:</p> <ul style="list-style-type: none"> Good cause, refer to the "Good Cause" block of this handbook section. Not Good Cause, go to Step 2. 	<ul style="list-style-type: none"> Failure to complete the recertification, or Disqualified from the program, 	<ul style="list-style-type: none"> Inform the customer he/she must reapply for CalWORKs/CalFresh by completing an application at: <ul style="list-style-type: none"> C4Yourself.com, The nearest Transitional Assistance Department (TAD) office, or The following internet site: http://www.dss.cahwnet.gov/cdssweb/entres/forms/English/CF285.pdf <ul style="list-style-type: none"> The application is printed and mailed to the nearest TAD office. Stop here. <p>Note: If a case was discontinued for QC non-cooperation, the application cannot be approved until cooperation occurs.</p>		
If the case was discontinued for...	Then...								
<ul style="list-style-type: none"> Incomplete or missing SAR 7, or Missing verification, 	<p>Determine if there is good cause, and if there is:</p> <ul style="list-style-type: none"> Good cause, refer to the "Good Cause" block of this handbook section. Not Good Cause, go to Step 2. 								
<ul style="list-style-type: none"> Failure to complete the recertification, or Disqualified from the program, 	<ul style="list-style-type: none"> Inform the customer he/she must reapply for CalWORKs/CalFresh by completing an application at: <ul style="list-style-type: none"> C4Yourself.com, The nearest Transitional Assistance Department (TAD) office, or The following internet site: http://www.dss.cahwnet.gov/cdssweb/entres/forms/English/CF285.pdf <ul style="list-style-type: none"> The application is printed and mailed to the nearest TAD office. Stop here. <p>Note: If a case was discontinued for QC non-cooperation, the application cannot be approved until cooperation occurs.</p>								
2	<p>Inform the household it has the option to provide the missing verification/SAR 7 or complete a new application, and:</p> <table> <tr> <th>If the household chooses to...</th><th>Then...</th></tr> <tr> <td>Provide the incomplete or missing SAR 7,</td><td> <ul style="list-style-type: none"> Generate the missing SAR 7 and mails, or schedules an appointment to have the customer complete, Inform the household benefits will be prorated from the date the SAR 7 is provided, and Complete a Journal entry including the options given and the choice made by the household. </td></tr> <tr> <td>Provide the missing verification,</td><td> <ul style="list-style-type: none"> Inform the household to bring in or mail the missing verification to the previous EW/MAQ, Inform the household benefits will be prorated from the date the missing verification is provided, and Complete a Journal entry including the options given and the choice made by the household. </td></tr> <tr> <td>Reapply,</td><td> <ul style="list-style-type: none"> Inform the customer he/she must reapply for CalWORKs/CalFresh by completing an application at: <ul style="list-style-type: none"> C4Yourself.com, The nearest TAD office, or The following internet site: http://www.dss.cahwnet.gov/cdssweb/entres/forms/English/CF285.pdf <ul style="list-style-type: none"> The application is printed and mailed to the nearest TAD office. Complete a Journal entry including the options given and the choice made by the customer. </td></tr> </table>	If the household chooses to...	Then...	Provide the incomplete or missing SAR 7,	<ul style="list-style-type: none"> Generate the missing SAR 7 and mails, or schedules an appointment to have the customer complete, Inform the household benefits will be prorated from the date the SAR 7 is provided, and Complete a Journal entry including the options given and the choice made by the household. 	Provide the missing verification,	<ul style="list-style-type: none"> Inform the household to bring in or mail the missing verification to the previous EW/MAQ, Inform the household benefits will be prorated from the date the missing verification is provided, and Complete a Journal entry including the options given and the choice made by the household. 	Reapply,	<ul style="list-style-type: none"> Inform the customer he/she must reapply for CalWORKs/CalFresh by completing an application at: <ul style="list-style-type: none"> C4Yourself.com, The nearest TAD office, or The following internet site: http://www.dss.cahwnet.gov/cdssweb/entres/forms/English/CF285.pdf <ul style="list-style-type: none"> The application is printed and mailed to the nearest TAD office. Complete a Journal entry including the options given and the choice made by the customer.
If the household chooses to...	Then...								
Provide the incomplete or missing SAR 7,	<ul style="list-style-type: none"> Generate the missing SAR 7 and mails, or schedules an appointment to have the customer complete, Inform the household benefits will be prorated from the date the SAR 7 is provided, and Complete a Journal entry including the options given and the choice made by the household. 								
Provide the missing verification,	<ul style="list-style-type: none"> Inform the household to bring in or mail the missing verification to the previous EW/MAQ, Inform the household benefits will be prorated from the date the missing verification is provided, and Complete a Journal entry including the options given and the choice made by the household. 								
Reapply,	<ul style="list-style-type: none"> Inform the customer he/she must reapply for CalWORKs/CalFresh by completing an application at: <ul style="list-style-type: none"> C4Yourself.com, The nearest TAD office, or The following internet site: http://www.dss.cahwnet.gov/cdssweb/entres/forms/English/CF285.pdf <ul style="list-style-type: none"> The application is printed and mailed to the nearest TAD office. Complete a Journal entry including the options given and the choice made by the customer. 								

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Restoration of Eligibility and Benefits, Continued

Restoration process – Customer calls EW (continued)

Step	Action
3	<p>Complete the following actions when the missing verification/SAR 7 is received timely for restoration of eligibility purposes:</p> <ul style="list-style-type: none">• Rescind the case using the C-IV User Guide, “Rescind, Restoration of Eligibility and Benefits for CalFresh”.• Approve or deny the restored case.<ul style="list-style-type: none">– CalWORKs/CalFresh benefits will be pro-rated from the date the household provides the missing verification/SAR 7.– See the “Examples” block in this handbook section to determine what information will be used to calculate the allotment for the certification period.• Send the appropriate NOA to the household.• Journal all actions taken. <p>Note: If the household does not provide the missing verification/ SAR 7 within the month of the discontinuance, no action is required and the case remains discontinued.</p>

Continued on next page

Restoration of Eligibility and Benefits, Continued

Restoration process – Household reapplies via C4Yourself

The following chart gives an overview of the restoration process when the household reapplies for CalWORKs/CalFresh benefits via C4Yourself in the month following the discontinuance for non-receipt of a complete SAR 7:

Stage	Description								
1	The OA completes a file clearance and assigns the application to an Intake EW.								
2	<p>The EW determines if there is good cause (for no/incomplete SAR 7 only), and if:</p> <ul style="list-style-type: none"> • Yes, initiates action based on the “Good Cause” block in this handbook section. • No, then researches C-IV, and: <table border="1"> <tr> <th>If the case was discontinued in the previous month for a(n)...</th><th>Then...</th></tr> <tr> <td>Reason eligible for restoration,</td><td>Go to Stage 3.</td></tr> <tr> <td>Exception reason (See “Exceptions” block in this section),</td><td> <ul style="list-style-type: none"> • Process the application. The household is not eligible to restoration of benefits. • Stop here. </td></tr> </table>	If the case was discontinued in the previous month for a(n)...	Then...	Reason eligible for restoration,	Go to Stage 3.	Exception reason (See “Exceptions” block in this section),	<ul style="list-style-type: none"> • Process the application. The household is not eligible to restoration of benefits. • Stop here. 		
If the case was discontinued in the previous month for a(n)...	Then...								
Reason eligible for restoration,	Go to Stage 3.								
Exception reason (See “Exceptions” block in this section),	<ul style="list-style-type: none"> • Process the application. The household is not eligible to restoration of benefits. • Stop here. 								
3	<p>The EW informs the household it has the option to provide the missing verification/SAR 7 or complete a new application, and:</p> <table border="1"> <tr> <th>If the household chooses to...</th><th>Then the EW...</th></tr> <tr> <td>Provide the incomplete or missing SAR 7,</td><td> <ul style="list-style-type: none"> • Generates the missing SAR 7 and mails it, or schedules an appointment to have the household complete the SAR 7, • Informs the household benefits will be prorated from the date the SAR 7 is provided, • Denies the application for “Verbal Withdrawal” and sends the NOA, and • Completes a Journal entry including the options given and the choice made by the household. </td></tr> <tr> <td>Provide the missing verification,</td><td> <ul style="list-style-type: none"> • Informs the household to bring in or mail the missing verification, • Informs the household benefits will be prorated from the date the missing verification is provided, • Denies the application for “Verbal Withdrawal” and sends the NOA, and • Completes a Journal entry including the options given and the choice made by the household. </td></tr> <tr> <td>Complete the new application,</td><td> <ul style="list-style-type: none"> • Reviews the application for ES entitlement, • Documents ES reviewed, • Processes the application, and • Completes a Journal entry including the options given and the choice made by the household. </td></tr> </table>	If the household chooses to...	Then the EW...	Provide the incomplete or missing SAR 7,	<ul style="list-style-type: none"> • Generates the missing SAR 7 and mails it, or schedules an appointment to have the household complete the SAR 7, • Informs the household benefits will be prorated from the date the SAR 7 is provided, • Denies the application for “Verbal Withdrawal” and sends the NOA, and • Completes a Journal entry including the options given and the choice made by the household. 	Provide the missing verification,	<ul style="list-style-type: none"> • Informs the household to bring in or mail the missing verification, • Informs the household benefits will be prorated from the date the missing verification is provided, • Denies the application for “Verbal Withdrawal” and sends the NOA, and • Completes a Journal entry including the options given and the choice made by the household. 	Complete the new application,	<ul style="list-style-type: none"> • Reviews the application for ES entitlement, • Documents ES reviewed, • Processes the application, and • Completes a Journal entry including the options given and the choice made by the household.
If the household chooses to...	Then the EW...								
Provide the incomplete or missing SAR 7,	<ul style="list-style-type: none"> • Generates the missing SAR 7 and mails it, or schedules an appointment to have the household complete the SAR 7, • Informs the household benefits will be prorated from the date the SAR 7 is provided, • Denies the application for “Verbal Withdrawal” and sends the NOA, and • Completes a Journal entry including the options given and the choice made by the household. 								
Provide the missing verification,	<ul style="list-style-type: none"> • Informs the household to bring in or mail the missing verification, • Informs the household benefits will be prorated from the date the missing verification is provided, • Denies the application for “Verbal Withdrawal” and sends the NOA, and • Completes a Journal entry including the options given and the choice made by the household. 								
Complete the new application,	<ul style="list-style-type: none"> • Reviews the application for ES entitlement, • Documents ES reviewed, • Processes the application, and • Completes a Journal entry including the options given and the choice made by the household. 								

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Restoration of Eligibility and Benefits, Continued

Restoration process – Household reapplies via C4Yourself (continued)

Stage	Description
4	<p>The previously assigned EW/Master Assignment Queue (MAQ) unit will take the following action when the missing verification/SAR 7 is received timely for restoration of eligibility purposes:</p> <ul style="list-style-type: none">• Rescind the case using the C-IV User Guide, “Rescind, Restoration of Eligibility and Benefits for CalFresh”.• Approve or deny the restored case.<ul style="list-style-type: none">– CalWORKs/CalFresh benefits will be pro-rated from the date the household provides the missing verification/SAR 7.– See the “Examples” block in this handbook section to determine what information will be used to calculate the allotment for the payment certification period.• Send the appropriate NOA to the household.• Journal all actions taken. <p>Note: If the household does not provide the missing verification/SAR 7 within the month of the discontinuance, no action is required by the EW and the case remains discontinued.</p>

Add Person Applications

Introduction This section contains information about add person applications.

Reference The following regulations are applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-300 and 63-301
- All County Information Notice (ACIN) I-58-13
- ACIN I-58-13E
- All County Letter (ACL) 03-18
- ACL 12-25
- ACL 13-17

Report of an add person A change in household composition reported by the head of household or a responsible adult household member is considered Verified Upon Receipt (VUR) (see the “Verified Upon Receipt” section in Chapter 9 – Reporting for more information about VUR). Once a report of an additional household person is made by the head of household or a responsible adult household member, the household’s eligibility is in question and further information is needed to determine continuing eligibility. This includes obtaining necessary verification from the household and increasing, decreasing, or discontinuing CalFresh benefits as appropriate.

Add person procedures Eligibility Workers (EWs) will take the following actions when a household reports an additional person in the home:

Step	Action										
1	Obtain information regarding the new household member. Note: A new SAWS 2 Plus is not needed for Non-Assistance CalFresh (NACF) cases. For CalWORKs/CalFresh cases, see the CalWORKs Policy Handbook (CWPHB) for add person procedures.										
2	Determine if the new person’s income, if any, will exceed the household’s current Income Reporting Threshold (IRT), and: <table border="1"> <thead> <tr> <th>If the new household member...</th><th>Then ...</th></tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> Does not have income, or Has income that does not exceed the IRT when combined with the household’s current income, </td><td>Mail the household a Notice of Information/ Verification Needed (CF 377.6) form, requesting all necessary verification for the new person (including any income) within 10 days.</td></tr> <tr> <td>Has income that exceeds the IRT when combined with the household’s current income,</td><td>Mail the household a Request for Contact (CF 32), requesting all necessary verification for the new person (including income over the IRT) within 10 days.</td></tr> </tbody> </table>	If the new household member...	Then ...	<ul style="list-style-type: none"> Does not have income, or Has income that does not exceed the IRT when combined with the household’s current income, 	Mail the household a Notice of Information/ Verification Needed (CF 377.6) form, requesting all necessary verification for the new person (including any income) within 10 days.	Has income that exceeds the IRT when combined with the household’s current income,	Mail the household a Request for Contact (CF 32), requesting all necessary verification for the new person (including income over the IRT) within 10 days.				
If the new household member...	Then ...										
<ul style="list-style-type: none"> Does not have income, or Has income that does not exceed the IRT when combined with the household’s current income, 	Mail the household a Notice of Information/ Verification Needed (CF 377.6) form, requesting all necessary verification for the new person (including any income) within 10 days.										
Has income that exceeds the IRT when combined with the household’s current income,	Mail the household a Request for Contact (CF 32), requesting all necessary verification for the new person (including income over the IRT) within 10 days.										
3	Set a Task for follow-up of verification provided within 10 days.										
4	Complete a Journal entry using the “CalWORKs/CalFresh Add Person” Journal template labeled “TAD CW 126.1 ADD” (or use a Universal template in C-IV), including the following applicable information: <table border="0"> <tbody> <tr> <td>• Date of report of add person</td><td>• Work requirements</td></tr> <tr> <td>• Effective date</td><td>• Student status</td></tr> <tr> <td>• Name</td><td>• Drug felon status</td></tr> <tr> <td>• Social Security Number (SSN)</td><td>• Income</td></tr> <tr> <td>• Noncitizen status</td><td>• Deductions/exclusions</td></tr> </tbody> </table>	• Date of report of add person	• Work requirements	• Effective date	• Student status	• Name	• Drug felon status	• Social Security Number (SSN)	• Income	• Noncitizen status	• Deductions/exclusions
• Date of report of add person	• Work requirements										
• Effective date	• Student status										
• Name	• Drug felon status										
• Social Security Number (SSN)	• Income										
• Noncitizen status	• Deductions/exclusions										

Add Person Applications, Continued

Add person procedures (continued)

Step	Action							
5	Take the following actions depending on whether or not the requested verification was received within 10 days:							
	If the household was mailed a...	And all requested verification is...	Then ...					
	CF 377.6,	Provided within 10 days of request,	<ul style="list-style-type: none">If the change will result in an increase in benefits, add the person and increase benefits effective the first of the month following the month in which the change was reported.If the change will result in a decrease in benefits, add the person and decrease benefits effective the first of the following month in which 10-day Notice of Action (NOA) can be provided.					
		Not provided within 10 days of request	<ul style="list-style-type: none">For Semi-Annual Reporting (SAR) households:<ul style="list-style-type: none">Send the household a CalFresh Mid Period No Change (NA CF NCH) form.Set a Task to address the reported change at the next SAR 7 Eligibility Status Report (SAR 7) or Recertification (RC).For Change Reporting (CR) households:<ul style="list-style-type: none">Discontinue the case effective the first of the following month for which 10-day NOA can be provided.					
	CF 32,	Provided within 10 days of request,	Add the new person and his/her income effective the first of the month following receipt of verification, and:					
<table><tr><th>If the household's income...</th><th>Then ...</th></tr><tr><td>Exceeds the IRT for the larger household size,</td><td>Discontinue the case effective the first of the following month in which 10-day NOA can be provided.</td></tr><tr><td>Does not exceed the IRT for the larger household size,</td><td>Recalculate benefits effective the first of the month following receipt of verification.</td></tr></table>			If the household's income...	Then ...	Exceeds the IRT for the larger household size,	Discontinue the case effective the first of the following month in which 10-day NOA can be provided.	Does not exceed the IRT for the larger household size,	Recalculate benefits effective the first of the month following receipt of verification.
If the household's income...			Then ...					
Exceeds the IRT for the larger household size,	Discontinue the case effective the first of the following month in which 10-day NOA can be provided.							
Does not exceed the IRT for the larger household size,	Recalculate benefits effective the first of the month following receipt of verification.							
Not provided within 10 days of request	<ul style="list-style-type: none">Discontinue the case for failure to provide verification (see C-IV User Guide – CalWORKS/CalFresh – CalFresh – Discontinuance, FTP Verification for specific C-IV procedures), andManually complete and mail the applicable form:<ul style="list-style-type: none">CalFresh Notice of Change for Semi-Annual Reporting Households (CF 377.4 SAR), orCalFresh Notice of Change for Change Reporting Households (CF 377.4 CR).							
6	Journal all actions taken.							

Continued on next page

Add Person Applications, Continued

Intake add person

The following guidelines are used when an add person is reported while an application is still pending:

If the add person is reported in the month...	Then the add person is effective...
Of application,	The same date as the household's application. Note: A child born in the month of application and while the application is pending will be added effective the Date of Birth (DOB).
Following the month of application,	The first of the month following the month of application.

Re-report of add person – SAR

If a SAR household reports an additional person mid-period but fails to comply and the person is either denied or is not added due to the failure to provide, and the household subsequently re-reports the additional person (mid-period or on the next SAR 7), the subsequent date of report becomes the new “add person” application date.

Add person RE month

When adding a person to an existing case using a new SAWS 2 Plus, the existing RC month must remain as previously established. The RC is **not** updated when taking a new SAWS 2 Plus in an add person situation.

SAR household – Failure to report add person

If a SAR household fails to provide requested verification regarding an add person with either no income or income under the IRT, a NA CF NCH form is mailed to the household. This form notifies the household that:

- There will be no change in CalFresh benefits based on the recent report, and
- The add person information must be reported again at the next SAR 7 or RC, whichever occurs first.

If the SAR household fails to report the add person information at the next SAR 7 or RC, the EW will discontinue/deny the case.

A SAR household that fails to provide requested verification regarding an add person with income over the IRT will be discontinued effective the first of the following month for which 10-day NOA can be provided.

CR household - Failure to report add person

If a CR household fails to provide requested verification regarding an add person, the EW will discontinue the case effective the first of the following month for which 10-day NOA can be provided.

Continued on next page

Add Person Applications, Continued

Mid-period add persons – SAR and CR

Customers may report or request CalFresh for an additional household member at any time during the certification period. The report of an add person, such as a phone call, is considered an application for that person. Under SAR, the report of a new person in the household is considered a voluntary mid-period report. Under CR, the change is required to be reported within 10 days of the change.

AR/CO mandatory reports

Change in household composition is a mandatory report for Annual Reporting/Child Only (AR/CO) cases. If benefits are changed for CalWORKs, the same action must be taken for the companion CalFresh case mid-period, whether it results in an increase or decrease.

SAR mid-period add person – other situations

Under SAR, two additional situations occur involving additional person situations:

- County-initiated Actions: The EW is authorized to take mid-period action to reduce CalFresh benefits in order to impose a sanction or penalty as a result of failure to comply with work requirements or as a result of an Intentional Program Violation (IPV).
 - California Food Assistance Program (CFAP) status changes in CalFresh shall be effective on the first of the month following the change. The EW must act on the status change no later than by the end of the current period.
-

Modified Categorical Eligibility (MCE)

Introduction This section provides information about Modified Categorical Eligibility (MCE) for CalFresh households.

References The following references are applicable to the information under this topic:

- All County Letter (ACL) 12-62
 - ACL 13-32
 - ACL 15-42
 - All County Welfare Directors Letter (ACWDL) 6/30/14
-

Definition of BBCE/MCE Broad-Based Categorical Eligibility (BBCE) is a federal policy that helps increase participation in state food assistance programs by removing the resource test from the determination of benefits.

BBCE is known as Modified Categorical Eligibility (MCE) in California's CalFresh program. Households granted MCE status:

- Are not subject to the resource test,
 - Have a gross income test of 200% of the Federal Poverty Level (FPL), and
 - Are entitled to the allotment amount indicated in the Bracketed CalFresh Allotment Chart, even if the household's net income exceeds the maximum amount allowable.
-

PUB 275 Regulations for MCE require that the household receive a Temporary Assistance for Needy Families (TANF)/Maintenance of Effort (MOE)-funded service, such as a brochure or a pamphlet. To comply with this regulation, all CalWORKs/CalFresh and CalFresh only applications and Re-Evaluation (RE)/Recertification (RC) packets will contain the Family Planning – Making the Commitment for a Healthy Future (PUB 275) brochure. CalWORKs/CalFresh online applicants will be mailed the PUB 275 prior to case approval or RC processing.

Households not considered MCE Households are not considered MCE in the following scenarios:

- Any household member is disqualified for an Intentional Program Violation (IPV).
 - Household fails to comply with reporting requirements.
 - The head of household does not comply with work requirements.
-

Continued on next page

Modified Categorical Eligibility (MCE), Continued

IRT

The Income Reporting Threshold (IRT) for MCE cases is dependent on the gross income last reported by the MCE household. A household with a gross income at or below 130% of the FPL is required to report changes in income when its gross income exceeds 130% of the FPL. Households certified with gross income between 131% and 200% of the FPL do not have an IRT and are not required to make any reports of income until the next SAR 7 Eligibility Status Report (SAR 7)/RC. These households do not have an IRT because they already reported gross income exceeding 130% of the FPL and, per regulation, are only required to report one time. The C-IV system will determine the appropriate IRT levels when Eligibility Determination and Benefits Calculation (EDBC) is run.

The IRT amounts listed on Notices of Actions (NOAs) for CalFresh and on the Reporting Changes for Cash Aid and CalFresh (SAR 2) form generated by C-IV are either blank or have an "N/A" in the IRT field when a household is certified between 131% and 200% of the FPL.

Resources

Eligibility Workers (EWs) must continue to obtain resource information from MCE households. All resource information will be:

- Verbally obtained from the household, and
- Entered on the **Property List** page in C-IV with the status of "**Pending**."

Important: Resource verification should not be requested from MCE households.

Note: When entering new resources on the **Property List** page, the CalFresh EW will select a **Status** of **Pending** to prevent eligibility issues for other programs. If the resource is currently entered in C-IV for another program, **do not** make any adjustments to the entry.

Reporting requirements

MCE households are required to report resource information at the following times:

- Application,
- RE/RC, and
- Change in resources:
 - Change Reporting (CR) households – Reported change, or
 - Semi-Annual Reporting (SAR) households – SAR 7.

Example: The SAR 7 is received and the resource question is not answered. The SAR 7 is considered incomplete. The EW will follow current policy to obtain a completed SAR 7.

Expedited Service (ES)

Household resources are evaluated when determining entitlement to Expedited Service (ES). Refer to Chapter 7 – Resources, Resource Chart to appropriately evaluate the available resource.

Continued on next page

Modified Categorical Eligibility (MCE), Continued

CalFresh Allotment Tables

The *CalFresh Allotment Tables* are used to determine the allotment for a household based on its net income. The tables are updated yearly by the California Department of Social Services (CDSS) and are located on the Transitional Assistance Department (TAD) website > Resources > CalFresh Allotment Tables.

Allotments shaded in grey are for MCE households entitled to the indicated CalFresh benefit allotment even though the household's income exceeds the net income eligibility standards for its household size.

Initial month's benefit amount

The proration of benefits in the initial month is calculated differently for MCE cases than for non-MCE cases. The following table provides the steps for determining the initial month's benefit amount for an MCE household:

Step	Action															
1	Determine the full benefit amount: <div><div>Maximum allotment for the household size</div> − <div>30% of net income</div> = <div>Full benefit amount</div></div>															
2	Determine the prorated benefit amount: <div><div>Full benefit amount</div> × <div><div>Prorated benefit percentage</div><div>Number of days in month + 1 − date of application</div><div>Number of days in month</div></div> = <div>Prorated benefit amount</div></div>															
3	Determine the initial month's benefit amount: <table><tr><th>If the household size is...</th><th>And the prorated benefit amount is...</th><th>Then the allotment for the initial month will be...</th></tr><tr><td rowspan="3">One or two persons,</td><td>Less than \$10 (including negative amounts),</td><td>\$0.</td></tr><tr><td>Between \$10 and \$16,</td><td>\$16.</td></tr><tr><td>Over \$16,</td><td>The prorated benefit amount.</td></tr><tr><td rowspan="2">Three or more persons,</td><td>Less than \$10 (including negative amounts),</td><td>\$0.</td></tr><tr><td>\$10 or more,</td><td>The prorated benefit amount.</td></tr></table>	If the household size is...	And the prorated benefit amount is...	Then the allotment for the initial month will be...	One or two persons,	Less than \$10 (including negative amounts),	\$0.	Between \$10 and \$16,	\$16.	Over \$16,	The prorated benefit amount.	Three or more persons,	Less than \$10 (including negative amounts),	\$0.	\$10 or more,	The prorated benefit amount.
If the household size is...	And the prorated benefit amount is...	Then the allotment for the initial month will be...														
One or two persons,	Less than \$10 (including negative amounts),	\$0.														
	Between \$10 and \$16,	\$16.														
	Over \$16,	The prorated benefit amount.														
Three or more persons,	Less than \$10 (including negative amounts),	\$0.														
	\$10 or more,	The prorated benefit amount.														

Note: The certification period for cases with a \$0 allotment in the initial month will begin in the month of application.

Continued on next page

Modified Categorical Eligibility (MCE), Continued

Determining initial month's benefit amount - examples

The following are examples of determining the initial month's benefit amount:

- A household of one applies and is approved for CalFresh benefits on 2/5/15. The household's net income is \$1,538. The household is determined MCE.
 - 30% of net income = \$461
 - Based on an application date of 2/5/15, benefits are prorated by 86%
 - ✓ 28 days +1 – 5 = 24
 - ✓ 24/28 = .86

\$194 Maximum allotment for the household size	–	\$461 30% of net income	=	-\$267 Full benefit amount
--	---	-------------------------------	---	----------------------------------

-\$267 Full month's benefit amount	X	.86 Percentage of prorated benefits (based on 2/5/15 application date)	=	-\$229 Prorated benefit amount
--	---	--	---	--------------------------------------

This household will have a \$0 allotment in the initial benefit month because the prorated benefit amount is less than \$10. The continuing benefit allotment will be \$16 per the *CalFresh Allotment Table*, even though the household's income exceeds the net income eligibility standards for the specific household size.

- A household of two applies and is approved for CalFresh benefits on 3/20/15. The household's net income is \$1,071. The household is determined MCE.
 - 30% of net income = \$321
 - Based on an application date of 3/20/15, benefits are prorated by 39%
 - ✓ (31 days +1 – 20) / 31 = .39 (rounded to the nearest hundredth)

\$357 Maximum allotment for the household size	–	\$321 30% of net income	=	\$36 Full benefit amount
--	---	-------------------------------	---	--------------------------------

\$36 Full month's benefit amount	X	.39 Percentage of prorated benefits (based on 3/20/15 application date)	=	\$16 Prorated benefit amount
--	---	---	---	------------------------------------

This household will have a \$16 allotment in the initial benefit month because the prorated benefit is between \$10 and \$16. The continuing benefit allotment will be \$36 per the *CalFresh Allotment Table*.

Continued on next page

Modified Categorical Eligibility (MCE), Continued

Determining initial month's benefit amount - examples (continued)

- A household of four applies for CalFresh benefits on 4/16/15. The household's net income is \$2,090. The household is determined MCE.
 - 30% of net income = \$627
 - Based on an application date of 4/16/15, benefits are prorated by 50%
 - ✓ $(30 \text{ days} + 1 - 16) / 30 = .50$

\$649 Maximum allotment for the household size	–	\$627 30% of net income	=	\$22 Full benefit amount
---	---	----------------------------	---	-----------------------------

\$22 Full month's benefit amount	X	.50 Percentage of prorated benefits (based on 4/16/15 application date)	=	\$11 Prorated benefit amount
-------------------------------------	---	--	---	---------------------------------

This household will have a \$11 allotment in the initial benefit month. The continuing benefit allotment will be \$22 per the *CalFresh Allotment Table*, even though the household's income exceeds the net income eligibility standards for the specific household size.

Elderly/disabled households and MCE – content and order

Elderly/disabled households are not subject to the gross income test. However, the gross income is still considered when determining eligibility to MCE. If the household's gross income is over 200% of the FPL, the household does not qualify for the TANF funded service (PUB 275) and, therefore, is a non-MCE household. The household may still qualify for CalFresh if all conditions of eligibility are met, including net income and resource limits.

Removal of MCE

A household will have its MCE status removed when it:

- Falls into one of the scenarios listed in the “Households not eligible to MCE” block in this section, or
 - Reports income that is over 200% of the FPL.
-

Continued on next page

Modified Categorical Eligibility (MCE), Continued

Journal entries Specific language is required to be entered into the C-IV Journal ***before an action is taken that will affect a household's MCE status***. The TAD CF 126.12 MCE Journal Template contains all mandatory Journal entries required for MCE. The Journal Template is located on the Human Services Website>Online Tools>Journal Templates>TAD CF 126.12 MCE, or by clicking:

http://hssnet/CIVForms/narrative/CalFresh/TAD_CF_126.12.asp

EWs will take the following actions when saving a Journal entry due to a change in MCE status:

Step	Action												
1	Determine if the household is currently MCE (for continuing cases only).												
2	Run Eligibility Determination and Benefit Calculation (EDBC) for CalFresh in C-IV.												
3	Review the CalFresh EDBC Summary page and determine if the case has been determined MCE. <div><table><tr><td>Public Assistance:</td><td>Categorically Eligible:</td><td>Modified Categorical Eligibility:</td></tr><tr><td>No</td><td>No</td><td>Yes</td></tr><tr><td>SUAS Eligible:</td><td>Eligible for Expedited Service:</td><td></td></tr><tr><td>No</td><td>No</td><td></td></tr></table></div>	Public Assistance:	Categorically Eligible:	Modified Categorical Eligibility:	No	No	Yes	SUAS Eligible:	Eligible for Expedited Service:		No	No	
Public Assistance:	Categorically Eligible:	Modified Categorical Eligibility:											
No	No	Yes											
SUAS Eligible:	Eligible for Expedited Service:												
No	No												
4	Complete (if necessary) and save the appropriate Journal template based on the current and future MCE status into the case's Journal.												
5	Accept and Save EDBC.												

Application/RC Journal templates The following table describes which Journal template is required to be completed (if necessary) and saved in the case's Journal prior to approval at application/RC:

If...	And the...	Then save the following template in the Journal:
The household size is one or two persons,	Initial and continuing months' allotment will be \$16,	Application/RC – HH 1-2 – \$16 initial and continuing
	<ul style="list-style-type: none"> Initial month's allotment will be \$0, and Continuing months' allotment will be \$16 or more, 	Application/RC – HH 1-2 – \$0 initial, ≥\$16 continuing (requires data entry)
	Household does not exceed the net income limit for that specific household size,	Application/RC – Not exceeding net income (requires data entry)
The household size is three or more persons,	<ul style="list-style-type: none"> Initial month's allotment will be \$0, and Continuing months' allotment will be \$10 or more, 	Application/RC – HH 3+ – \$0 initial, ≥\$10 continuing (requires data entry)
	Initial and continuing months allotment will be more than \$10,	Application/RC – HH 3+ – ≥\$10 initial and continuing (requires data entry)
	Household does not exceed the net income limit for that specific household size,	Application/RC – Not exceeding net income (requires data entry)

Continued on next page

Modified Categorical Eligibility (MCE), Continued

Denial/ discontinuance Journal templates

The following table describes which Journal template is required to be saved in the case's Journal prior to denial/discontinuance:

If the household is...	For...	Then save the following template in the Journal:
Denied,	Gross income that exceeds 200% of the FPL for that household size,	Denial – Gross Income Exceeded.
	Net income that results in a \$0 allotment in the initial and continuing months,	Denial – \$0 Allotment initial and continuing.
Discontinued,	Gross income that exceeds 200% of the FPL for that household size,	Discontinued – Gross Income Exceeded.
	Net income that results in a \$0 allotment in the initial and continuing months,	Discontinuance – \$0 Allotment initial and continuing.
	Failure to comply with reporting requirements,	Discontinuance – Reporting requirements.

Loss of MCE Journal templates

The following table describes which Journal template is required to be saved in the case's Journal when there is a loss of MCE:

If the household is losing MCE because...	Then save in the Journal...
There is now an IPV in the household,	Loss of MCE – IPV.
The head-of household has failed to comply with work requirements,	Loss of MCE – Failure to comply with work requirements.
The household has failed to comply with reporting requirements,	Loss of MCE – Failure to comply with reporting requirements.

Non-MCE elderly/disabled household Journal template

The "Non-MCE Elderly/Disabled Household" Journal template is saved in the Journal when an elderly/disabled household is denied or discontinued because it does not meet the net income test or the resource limit.

Change in household composition

A mid-period change in household composition may affect the household's MCE status. If the MCE status is affected, the EW must save the Journal template that applies to the case's new household composition in the case Journal.

Continued on next page

Modified Categorical Eligibility (MCE), Continued

MCE for ICT approvals

MCE verbiage is required to be included in the Journal prior to approval of an Inter-County Transfer (ICT) only when the sending county does not provide verification that the case file was documented with the appropriate MCE information. If the sending county provides verification the case was documented as being MCE (i.e., a printout of Journal entry) and there have been no changes that would affect the case's MCE status, then MCE verbiage is not required to be included in the Journal prior to approval. However, the EW must Journal that the sending county conferred the case as MCE and verification is on file.

MCE at Transitional CalFresh Recertification

If, during the Transitional CalFresh RC interview, it is determined that the household does not have income exceeding the gross or net income limit and the household received the PUB 275 with their RC packet, the case will be considered MCE. Any household with income exceeding the gross or net income limits will have its MCE status removed before being denied.

EWs are required to complete the mandatory MCE **Journal** entry at the following times when transitioning from Transitional CalFresh to Regular CalFresh:

- Approval, and
 - Denial.
-

Altering Journal templates

If a situation that involves MCE does not align to one of the saved Journal templates, the EW may alter an existing Journal template so that it does correlate to the case situation. The template selected for alteration must be the one that most closely resembles the case situation.

Notice of Action (NOA) Requirements

Introduction A Notice of Action (NOA) is a mandatory written notice explaining to the customer:

- His/her eligibility or ineligibility,
 - Changes made to his/her CalFresh eligibility status, and/or
 - His/her allotment amount.
-

Timeframes NOAs must be sent for certain case actions within the following timeframes:

NOAs for...	Must be sent...
Approval or denial of benefits,	The date the Eligibility Worker (EW) takes the action.
Discontinuance of existing cases/household member(s),	At least 10 calendar days prior to the first of the month in which the action takes effect unless the discontinuance action does not require a timely NOA. Note: Discontinuance NOAs require 10 day notice. If 10 day notice is not possible, then delay the action until the first of the following month.
Other changes,	In time for the customer to receive notice prior to the date of change.

Requirements The NOA must be:

- A preprinted or computer generated NOA form.
Note: EWs are allowed to enter hand written information on the preprinted or computer generated NOA.
 - Printed with a NA BACK 9 and sent to the customer as a two-sided document.
 - Dated and include:
 - An explanation of the action being taken and the reason for the action.
 - Laws/regulation(s) requiring the action.
 - Master Assignment Queue (MAQ) or assigned program worker's name, file number, phone number and office hours.
-

Continued on next page

Notice of Action (NOA) Requirements, Continued

Incorrect NOA generated by C-IV

NOAs generated by C-IV may be incorrect. If the NOA generated does not contain all required information, the EW **must**:

- Take action to append the NOA in C-IV to make it correct **prior** to accepting the NOA, or
- Create a manual NOA, if unable to append.

Note: EWs are not allowed to change the “body” of the NOA.

NOAs for reason of failure to provide

A NOA sent to a customer when a case is being denied or discontinued for failure to provide required information/verification must contain specific information as to what was requested and not provided. Generic statements cannot be used, such as “paystubs were not provided”.

Example: If verification of a Social Security Number (SSN) and paystubs were requested and not provided, each must be listed as follows:

- Social Security Number for <individual> was due on 7/25/15.
- Pay verification (from the source of the income) for 7/4/15 and 7/11/15 for <individual> was due on 7/25/15.

Note: If a specific date or timeframe was requested, the date **must** be included.

If the NOA generated by C-IV does not contain the required information or lists items not actually required for the eligibility determination (i.e. bank statement, MC 200), the EW **must** remove the non-required items and append the NOA with the correct information **prior** to accepting.

Budgets on No Change NOAs

A budget is not required to be included on CalFresh No Change NOAs. C-IV-generated No Change NOAs, however, will contain a budget. The EW will review the C-IV-generated NOA for accuracy and, if accurate, give/mail it to the CalFresh household. If the NOA is not accurate, the EW will reject it and generate the CalFresh Mid Period No Change (NA CF NCH) NOA through the C-IV Template Repository. The NA CF NCH will contain blank fields for budget information to be manually entered. The EW will leave the budget fields blank when completing the form to provide to the household.

Express Lane

Introduction

A Federal Waiver allows the Department of Health Care Services (DHCS) to grant Medi-Cal eligibility under Express Lane effective 02/01/14.

Express Lane is “express” Medi-Cal enrollment using CalFresh eligibility to grant zero Share of Cost (SOC) Medi-Cal benefits without completing a Medi-Cal application or redetermination for 12 months from the Express Lane effective date.

Because CalFresh eligibility is verified to be below 130% of the Federal Poverty Level (FPL), active CalFresh customers are allowed to use CalFresh eligibility for the Medi-Cal program, provided the customer requests Medi-Cal.

With the implementation of System Change Request (SCR) 51501, Express Lane approved customers will be enrolled in the Medi-Cal Eligibility Data System (MEDS) through C-IV. DHCS will continue to enroll customers in MEDS who respond to outreach letters.

Outreach

DHCS is assisting in the Express Lane process by outreaching to targeted populations via “Join Medi-Cal” letters. The letters inform individual CalFresh recipients that they can also receive Medi-Cal simply by responding to the letter.

The initial letters were sent in February 2014 to individual CalFresh recipients who were **not** currently receiving Medi-Cal or Medicare and were:

- Adults 19-64 (not blind or disabled), and
- Children under 19 years of age.

DHCS will send another batch of letters at the end of September to newly enrolled CalFresh customers and existing CalFresh customers who were sent letters in February but had not enrolled.

Join Medi-Cal letter and form

Customers who receive the “Join Medi-Cal” letters may use the form included to request Medi-Cal via Express Lane by:

- Returning the signed and dated “Join Medi-Cal” form directly to DHCS.
- Calling DHCS Health Care Options (HCO) at 1-844-212-0003.
- Going online to <http://dhcs.ca.gov/ExpressLane>.

DHCS will establish eligibility daily on MEDS for customers who opt-in to Medi-Cal using one of the above options.

Note: A Personal Identification Number (PIN) is required when calling DHCS HCO or enrolling online, which is listed on the top of the “Join Medi-Cal” letter. Customers contacting DHCS HCO who do not have PINs or have not received a “Join Medi-Cal” letter are referred to the county to establish Express Lane eligibility.

Continued on next page

Express Lane, Continued

Enrollment period

Express Lane enrollment began 2/1/14; the last day to enroll in Express Lane is 12/31/15. Once enrolled, benefits may continue for 12 months from the enrollment date.

Example: A customer is enrolled in Express Lane effective 12/1/15, and may receive Express Lane through 11/30/16.

Federal Poverty Level (FPL) chart

To determine the 130% FPL limit, refer to the “Gross Income Eligibility Test” chart in Chapter 15 of this handbook.

Requirements

The Express Lane enrollment is for CalFresh recipients who *request* Medi-Cal and meet all of the following requirements:

- 64 years of age and under,
 - Customers age 60-64 **must** be verified to have income below 138% FPL to be eligible to Express Lane as CalFresh only verifies income is below 200% FPL for this population.
- Citizens or lawfully present in the United States,
- Not currently receiving Medi-Cal, and
- Not blind or disabled.

Approval of Expedited Services (ES) for CalFresh or Transitional CalFresh (TCF) does not qualify individuals for Express Lane enrollment. A full CalFresh eligibility determination must be made and the individuals must be approved for CalFresh to be eligible for Express Lane benefits.

Customers who meet the above requirements may not be eligible to Express Lane because a Modified Adjusted Gross Income (MAGI) determination has been completed. Refer to the “Exceptions” block in this handbook section.

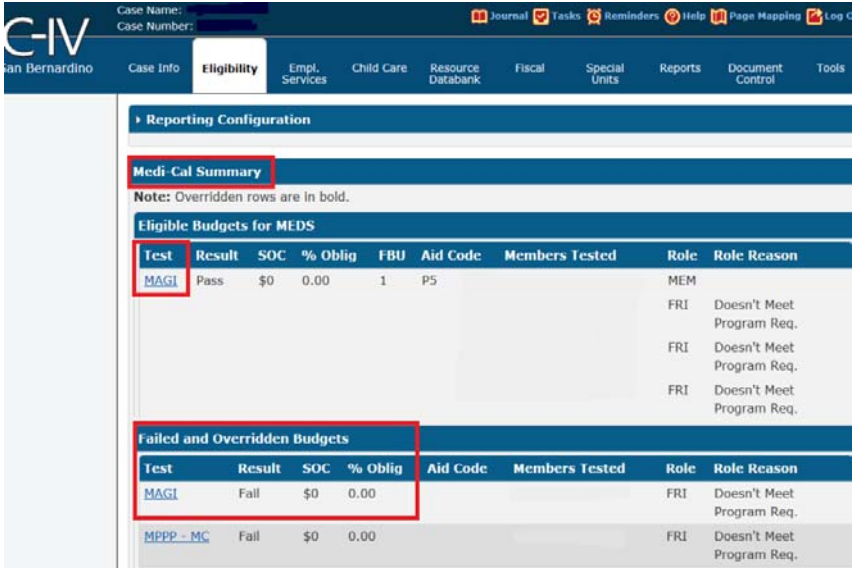
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Express Lane, Continued

Exceptions

An exception to the requirements listed in the “Requirements” block is when a customer has had a MAGI eligibility determination. In these situations, a full Medi-Cal evaluation is required. The customer will not be evaluated for Express Lane.

To determine if the case has been evaluated for MAGI Medi-Cal, complete the following:

Step	Action						
1	Open the EDBC List page under the Financial section. (<i>Eligibility > Customer Information > Financial > EDBC Results</i>)						
2	Filter page to include only Medi-Cal in the EDBC List from 01/14 through future.						
3	<ul style="list-style-type: none"> Click the Medi-Cal hyperlinks and review the Medi-Cal Summary. If MAGI has been requested, <i>MAGI</i> will be displayed under the <i>Eligible Budgets for MEDS</i> or <i>Failed and Overridden Budgets</i> sections under the Test column.  <ul style="list-style-type: none"> Identify if MAGI was evaluated, and: <table border="1"> <thead> <tr> <th>If...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>Yes,</td><td>The customer is not eligible to Express Lane and must have a full Medi-Cal evaluation. Refer to Step 1 in the “Eligibility Determination” block in this handbook section and begin with the “No” instructions.</td></tr> <tr> <td>No,</td><td>Continue to the “Eligibility Determination” block in this chapter.</td></tr> </tbody> </table> 	If...	Then...	Yes,	The customer is not eligible to Express Lane and must have a full Medi-Cal evaluation. Refer to Step 1 in the “Eligibility Determination” block in this handbook section and begin with the “No” instructions.	No,	Continue to the “Eligibility Determination” block in this chapter.
If...	Then...						
Yes,	The customer is not eligible to Express Lane and must have a full Medi-Cal evaluation. Refer to Step 1 in the “Eligibility Determination” block in this handbook section and begin with the “No” instructions.						
No,	Continue to the “Eligibility Determination” block in this chapter.						

Continued on next page

Express Lane, Continued

Medicare recipient eligibility

DHCS has provided updated policy for Express Lane eligibility for Medicare recipients. Customers receiving Medicare may be enrolled in Express Lane aid code 7S provided they meet the requirements (i.e. 64 and under) for Express Lane as a parent/caretaker/legal guardian.

In addition, the Express Lane aid code for Medicare recipients includes Medicare buy-in.

Effective date

The effective date of Express Lane is the first day of the month in which the individual requests Medi-Cal and attests to using the CalFresh application for Medi-Cal; it cannot begin any earlier than 2/1/14.

Aid code

Express Lane aid codes are described below:

- 7S: Parent/caretaker/legal guardian age 19-64 with at least one child (under 19 years of age) living in the home or a Medicare recipient.
- 7U: Childless adults aged 19-64.
- 7W: Children under 19 years of age.

Important: A child does not have to be on CalFresh or Medi-Cal in order for the parent/caretaker/legal guardian to be considered a parent when determining Express Lane eligibility. The child must only meet the age limit and be in the home.

Express Lane at CalFresh application or recertification

The responsibility to determine eligibility to Express Lane is described as follows:

If the customer requests Medi-Cal on the...	Then...
<ul style="list-style-type: none">• Application for CalFresh Benefits (CF 285), or• Recertification for CalFresh Benefits (CF 37),	The Eligibility Worker (EW) will determine CalFresh eligibility and the customer will be evaluated for Express Lane following instructions in the "Eligibility determination" block in this handbook section.
SAWS 2 Plus,	The application will be assigned to a combo Medi-Cal/CalFresh Intake EW for processing; Express Lane will not be evaluated with this application.

Continued on next page

Express Lane, Continued

CalFresh recipients requesting Medi-Cal

CalFresh recipients may request Medi-Cal in various ways and the responsibility for handling the request depends on the avenue by which the request was made. The following table explains who is responsible to determine Express Lane eligibility:

If the CalFresh recipient requests Medi-Cal by...	Then the...
Walking in a Transitional Assistance Department (TAD) office,	Customer is referred to the CalFresh EW to determine Express Lane eligibility.
Contacting the Customer Service Center (CSC),	CSC EW will take action to determine eligibility to Express Lane.
Indicating interest in receiving Medi-Cal on the CF 285 or CF 37 form,	CalFresh or Medi-Cal/CalFresh EW as appropriate will take action to determine eligibility to Express Lane.
Returning the "Join Medi-Cal" form to a TAD office,	CalFresh or Medi-Cal/CalFresh EW as appropriate will forward the form to: Health Care Options P.O. Box 989009 West Sacramento, CA 95798-9850

Refer to the "Eligibility determination" block in this handbook section for instructions to determine Express Lane eligibility.

Pending Medi-Cal in C-IV or CalHEERS

Medi-Cal EWs will use existing case information from an active CalFresh case to complete and process pending Medi-Cal applications. Express Lane enrollment will not apply to pending Medi-Cal cases in C-IV or the California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS).

Medi-Cal referrals from CalFresh program

CalFresh recipients who are determined ineligible to Express Lane must be evaluated for Medi-Cal. The CalFresh EW will complete a SAWS 1 application and forward it to Medi-Cal intake to process the Medi-Cal application.

CalFresh program denials

When a CalFresh household or individual is denied and the customer indicated an interest in Medi-Cal benefits on the application, a Medi-Cal determination is required. The EW **must**:

- Immediately complete a SAWS 1 to secure an application date for Medi-Cal,
- Pend a Medi-Cal program,
- Obtain tax household information, and
- Use the CalFresh application to complete a Medi-Cal determination.

Note: If the EW assigned to the CalFresh application is not a Medi-Cal/CalFresh EW, the CalFresh EW **must** immediately complete a SAWS 1 for the customer and refer the application to Medi-Cal.

Continued on next page

Express Lane, Continued

CalFresh customer denied CalWORKs

Customers eligible to CalFresh who apply for CalWORKs and are subsequently denied should be enrolled in Express Lane if they meet the requirements.

CalFresh Recertification (RC) and Medi-Cal Re-Evaluation (RE) dates

CalFresh Recertification (RC) and Express Lane Medi-Cal Re-Evaluation (RE) dates will not be aligned. CalFresh cases retain the original RC date. The Medi-Cal RE date will be 12 months from the Express Lane enrollment date.

In cases where household members are added to Express Lane at a later date, the RE date for the added member will be the same RE date as the other Express Lane eligible customers.

Eligibility determination

The Medi-Cal or Medi-Cal/CalFresh EWs, as applicable, will determine eligibility for Express Lane Medi-Cal customers who have **not** had a MAGI determination. To determine if MAGI has been evaluated, refer to the instructions in the “Exceptions” block in this handbook section.

EWs will follow the instructions in the following table for CalFresh eligible customers who request Medi-Cal:

- By checking the box for Medi-Cal on the:
 - CF 285, or
 - CF 37,
- By contacting the Customer Service Center (CSC), or
- Verbally or in writing from the district office.

Note: Flow charts are provided at the end of this section to provide staff with a visual aid for determining Express Lane eligibility.

Continued on next page

Express Lane, Continued

Eligibility determination (continued)

Step	Action						
1	<ul style="list-style-type: none"> Review the requirements for Express Lane listed below: <ul style="list-style-type: none"> 64 years of age and under, <ul style="list-style-type: none"> ✓ Customers age 60-64 must be verified to have income below 138% FPL to be eligible to Express Lane as CalFresh only verifies income is below 200% FPL for this population. Citizen or lawfully present in the United States, Not currently receiving Medi-Cal, and Not blind or disabled. Determine if the customer met the requirements for Express Lane, and <table border="1"> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>Yes,</td><td>Continue to Step 2.</td></tr> <tr> <td>No,</td><td> <p>For Medi-Cal requests using:</p> <ul style="list-style-type: none"> CF 285 at initial application (Intake): <ul style="list-style-type: none"> Complete the Tax Household page in C-IV. Pend a Medi-Cal program using the CalFresh application date. Process Medi-Cal case using the CalFresh application information. Follow existing Random Equitable Assignment of Cases (REAC) procedures. Continue to Step 10. CF 37 at Recertification (Continuing): <ul style="list-style-type: none"> Complete SAWS 1 using date of CalFresh interview date at recertification or date when request was received to preserve Medi-Cal application date. Refer the CalFresh recertification (CF 37) to Medi-Cal Intake to determine Medi-Cal eligibility. Continue to Step 10. Customer Service Center (CSC): <ul style="list-style-type: none"> Follow instructions in the Task Action Guide (TAG) <i>Health Care Program Application Requests</i> in the CSC Handbook if customer wants to start an application for Medi-Cal. Continue to Step 10 when TAG instructions are complete or if customer declined to apply. Verbally or in writing from the district office: <ul style="list-style-type: none"> Complete SAWS 1 using date of Medi-Cal request to preserve the Medi-Cal application date. Send SAWS 1 to pending Office Assistant (OA) to pend Medi-Cal case and assign to Medi-Cal intake worker. Continue to Step 9. </td></tr> </table>	If...	Then...	Yes,	Continue to Step 2.	No,	<p>For Medi-Cal requests using:</p> <ul style="list-style-type: none"> CF 285 at initial application (Intake): <ul style="list-style-type: none"> Complete the Tax Household page in C-IV. Pend a Medi-Cal program using the CalFresh application date. Process Medi-Cal case using the CalFresh application information. Follow existing Random Equitable Assignment of Cases (REAC) procedures. Continue to Step 10. CF 37 at Recertification (Continuing): <ul style="list-style-type: none"> Complete SAWS 1 using date of CalFresh interview date at recertification or date when request was received to preserve Medi-Cal application date. Refer the CalFresh recertification (CF 37) to Medi-Cal Intake to determine Medi-Cal eligibility. Continue to Step 10. Customer Service Center (CSC): <ul style="list-style-type: none"> Follow instructions in the Task Action Guide (TAG) <i>Health Care Program Application Requests</i> in the CSC Handbook if customer wants to start an application for Medi-Cal. Continue to Step 10 when TAG instructions are complete or if customer declined to apply. Verbally or in writing from the district office: <ul style="list-style-type: none"> Complete SAWS 1 using date of Medi-Cal request to preserve the Medi-Cal application date. Send SAWS 1 to pending Office Assistant (OA) to pend Medi-Cal case and assign to Medi-Cal intake worker. Continue to Step 9.
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Yes,	Continue to Step 2.						
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Express Lane, Continued

Eligibility determination, (continued)

Step	Action								
2	<p>Determine the appropriate aid code to establish Express Lane eligibility:</p> <table border="1"> <thead> <tr> <th>Aid code</th><th>Description</th></tr> </thead> <tbody> <tr> <td>7S</td><td>Parent/caretaker/legal guardian age 19-64 with at least one child (under 19 years of age) living in the home or a Medicare recipient meeting all other requirements.</td></tr> <tr> <td>7U</td><td>Childless adults aged 19-64.</td></tr> <tr> <td>7W</td><td>Children under 19 years of age.</td></tr> </tbody> </table>	Aid code	Description	7S	Parent/caretaker/legal guardian age 19-64 with at least one child (under 19 years of age) living in the home or a Medicare recipient meeting all other requirements.	7U	Childless adults aged 19-64.	7W	Children under 19 years of age.
Aid code	Description								
7S	Parent/caretaker/legal guardian age 19-64 with at least one child (under 19 years of age) living in the home or a Medicare recipient meeting all other requirements.								
7U	Childless adults aged 19-64.								
7W	Children under 19 years of age.								
3	<p>Add a new Medi-Cal Program block and pend each person enrolled in Express Lane following existing procedures and using the data entries below:</p> <ul style="list-style-type: none"> • Application Date: First of month of Express Lane effective date (i.e. effective date is 03/14; application date is 03/01/2014). • Beginning Date of Aid (BDA): Month/Year of Express Lane effective date (i.e. effective date is 3/14; BDA is 03/01/2014). • Requested Medi-Cal Type: Choose the appropriate type for the individual: <ul style="list-style-type: none"> – Express Lane Adult 19-64 (aid code 7U). – Express Lane Parent 19-64 (aid code 7S). – Express Lane Under 19 (aid code 7W). <p>Note: Same options above will be used for RETRO benefit months.</p>								
4	Assign Medi-Cal program to the same CalFresh EW/Master Assignment Queue (MAQ) as the CalFresh case.								
5	<p>Set the following Tasks, as applicable, for:</p> <ul style="list-style-type: none"> • Children turning 19 prior to the Express Lane RE date: <ul style="list-style-type: none"> – Task Type: Age Change. – Due Date: First day of the month prior to the child turning 19 years old. – Long Description: Change the Express Lane child aid code to the appropriate adult aid code for Express Lane. • Newborn/DE child: <ul style="list-style-type: none"> – Task Type: Review – Due Date: 60 days from child's birth – Long Description: Child's name – Task Type: Add/Remove Person – Due Date: Month prior to first birthday – Long Description: Child's name – Social Security card 								
6	End Date the Other Program Assistance (OPA) Detail for the Express Lane record using the last day of the month in which the action is taken, if applicable.								
7	Do not Request MAGI , run EDBC and accept if aid codes are correct. Eligibility will batch to MEDS.								

Continued on next page

Express Lane, Continued

Eligibility determination, (continued)

Step	Action
8	<ul style="list-style-type: none">• Ensure the RE date on the Medi-Cal Program block is correct (i.e. Effective date of eligibility is 5/14; the RE date will be 4/15), and• Set the following Tasks:<ul style="list-style-type: none">– Task 1<ul style="list-style-type: none">✓ Program: Medi-Cal✓ Worker ID: The CalFresh EW/Master Assignment Queue (MAQ) Worker ID listed on the CalFresh and Medi-Cal case.✓ Task Type: Contact Client✓ Long Description: Contact customer regarding RE due – Refer to <i>Client contact and RE Task</i> block in the Express Lane section of the CFPHB or HCPHB for processing instructions✓ Due Date: First day of month prior to RE due month. (ex. RE due 05/2016 Task set for 04/01/2016)– Task 2<ul style="list-style-type: none">✓ Program: Medi-Cal✓ Worker ID: The CalFresh EW/MAQ Worker ID listed on the CalFresh and Medi-Cal case.✓ Task Type: RE✓ Long Description: RE due for MAGI Determination – Refer to <i>Client contact and RE Task</i> block in the Express Lane section of the CFPHB or HCPHB for processing instructions✓ Due Date: First day of RE due month. (ex. RE due 05/2016 Task set for 05/01/2016)
9	Image written request into the C-IV case record, if applicable.
10	Journal all actions; if the customer was Express Lane eligible, include the following: <ul style="list-style-type: none">• Customer [verbally or attested in writing] to receive Medi-Cal benefits based on CalFresh eligibility under Express Lane.• PN XX is/are enrolled in the Express Lane.• RE for Medi-Cal is due xx/xx.

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Express Lane, Continued

Welcome packet

Once Express Lane eligibility is established in MEDS, DHCS will send a welcome packet to the customer which includes the following:

- Welcome letter (which satisfies the NOA requirement)
- Multilingual notice for customers who need assistance in a language other than English or Spanish
- NA Back 9 for hearing rights
- List of county phone numbers
- Pub 68 – Medi-Cal What It Means To You Notice of Privacy Practices
- Information on selecting a managed care plan

Customers will receive fee-for-service Medi-Cal for one-two months until a managed care plan is selected. Customers who do not choose a plan will be auto-enrolled into a plan by DHCS.

Note: A customer can change plans after auto-enrollment, however, he/she will need to contact HCO. The plan change is not automatic or retroactive and can take from 30-45 days to enroll in the new plan.

Office Assistant (OA) online MEDS transactions

With implementation of System Change Request (SCR) 51501, MEDS Office Assistants (OAs) will only complete online transactions for Express Lane when C-IV failed to batch information or the request is for something that can only be completed via an online transaction (i.e. Benefit Identification Card (BIC) request, Transfer of County of responsibility). EWs will follow existing policy to request OA assistance for the above actions.

When a request to terminate Express Lane benefits is received, OAs will complete an EW 30 online transaction following existing process, however, data will be entered as listed below in the following data fields:

- **COUNTY ID:** **PER MEDS:** Enter the same County ID listed on the Q1/Q2 MEDS screen for the Express Lane benefits.
 - **TERM-DATE:** Enter current month term date. If future benefits have issued a future date will be entered. (i.e. 9/26/14 October benefits have been issued so term date would be 10/31/2014 not 09/30/2014)
 - **TERM-REAS:** 03
 - **Do not** enter an:
 - EFFECTIVE DATE, or
 - ESAC code.
-

Age change Task

Children enrolled in Express Lane who will turn 19 before the end of the Express Lane eligibility **must** be transferred to the appropriate adult aid code effective the month the child turns 19. To ensure timely change of aid code, staff must set the following **Task** at initial enrollment:

- **Task Type:** Age Change.
 - **Due Date:** First day of the month prior to the child turning 19 years old.
 - **Long Description:** Change the Express Lane child aid code to the appropriate adult aid code for Express Lane.
-

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Express Lane, Continued

Household changes

When a customer reports a household change, the change will be addressed on the CalFresh case. Changes resulting in CalFresh ineligibility will require Medi-Cal action for Express Lane and will be handled via a monthly list. Refer to the “CalFresh discontinued” block for more information.

If a customer is determined eligible to CalFresh case as part of a reported change, the new individual can be added to Express Lane following instructions in the “Eligibility determination” block in this handbook section.

eICT

When a CalFresh electronic Inter-County (eICT) is received and there is an Express Lane aid code attached to the program, the receiving county will assume responsibility for the Express Lane aid code when the CalFresh case is approved. The following table describes the required EW action for eICTs:

Incoming eICT	Outgoing eICT
Once an incoming eICT is approved, the EW must complete a TAD 110P to request a county transfer from the MEDS OA.	When sending an eICT, the EW must include in the comments section of the eICT that the customer is receiving Express Lane. The sending county must ensure Express Lane is picked up in the receiving county.

Incarceration

Express Lane customers who become incarcerated will have the Express Lane aid code *suspended* in MEDS following the existing Medi-Cal benefit suspension process. Refer to Health Care Programs Handbook (HCPHB), Chapter 13 – Incarceration for more information about suspension of benefits.

Newborn reported

When an Express Lane customer reports the birth of a child, the child will be added to the Medi-Cal program block using the Express Lane aid code for children. In addition, a separate Journal entry needs to be completed on the case as follows:

- **Short Description:** Deemed Eligible (DE) infant
 - **Long Description:** DE child added to Express Lane. Child must be transferred to DE aid code if child is determined no longer Express Lane eligible prior to child’s first birthday.
-

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Express Lane, Continued

Retroactive (Retro) Express Lane

Express Lane customers may be approved for up to three months of retroactive (retro) coverage from the effective month without completing additional forms, if requirements are met for the prior months. Customers **must** have CalFresh eligibility for the retro coverage month. Because Express Lane was not effective until 2/1/14, retro Express Lane cannot be established prior to this effective date.

The approved retro months are counted toward the 12-month limit and **must** be explained to the customer. In addition, the RE due date must be changed to the appropriate RE date based on the retro approved months.

Example: Customer requests Express Lane 5/10/14 and is established with Express Lane eligibility effective 5/1/14 and an RE date of 4/15. In 8/14, the customer requests retro for 2/14-4/14. Assuming the customer is Express Lane eligible for the prior months, the RE date would be changed to 1/15.

Note: If the RE due date change results in the RE being due in less than 60 days, a Regular Medi-Cal Redetermination packet **must** be manually generated and sent.

Retro request for 1/14

If an Express Lane eligible customer requests retro coverage for 1/14 (Express Lane effective date must be 02/2014-04/2014), a MAGI determination will be required. E-mail the PDD Questions address in Outlook for further instructions.

Retro request for 11/13 or 12/13

If an Express Lane customer who is eligible 2/1/14 requests retro coverage for 11/13 and/or 12/13, a pre-Affordable Care Act (ACA) evaluation must be completed and will require:

- A Medi-Cal application (MC 210), and
 - The retro request form, MC 210A.
-

Continued on next page

Express Lane, Continued

Monthly enrollment list

DHCS will provide the county with a cumulative list monthly of individuals who are enrolled in Express Lane by both DHCS and counties.

Staff will be notified the *Express Lane Enrollment list* is posted on the HS Resource Center via a C-IV announcement, and the CalFresh EW and/or designated EW of the case **must** review the list and take action in **three parts** as described below:

Part 1: ICT Review – Determine if an Inter-County Transfer (ICT) is required.

Part 2: MAGI Determination Review – Determine if MAGI has been requested on the case.

Part 3: Adding a Medi-Cal block – Add the customer to a Medi-Cal program block.

Part 1 – ICT Review

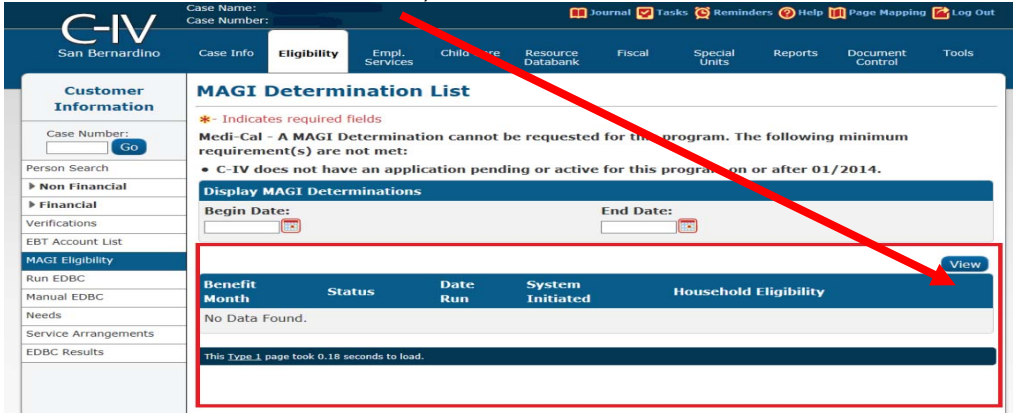
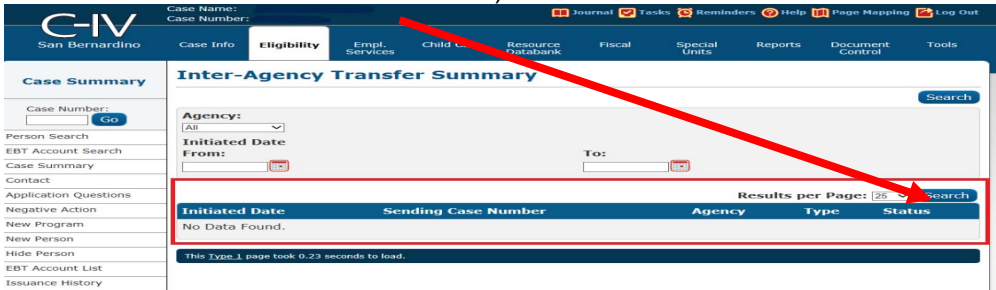
Staff must determine if an ICT is required by following the steps as follows:

Step	Action												
1	<p>Review the <i>FS County</i> code on the list for the Express Lane customer, and determine if the County code is San Bernardino County (36), and:</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>Yes,</td><td>Go to Step 1 of the Step/Action table in the “Part 2 – MAGI Determination Review” of this handbook section.</td></tr> <tr> <td>No,</td><td> <ul style="list-style-type: none"> Notate the Express Lane enrollment date (first month of eligibility) on MEDS (information will be used in Part 3, Step 2, if applicable), and Review the address in MEDS, and: <table> <tr> <th>If the MEDS address is...</th><th>Then...</th></tr> <tr> <td>In San Bernardino County,</td><td> <ul style="list-style-type: none"> A request for an ICT from the sending county of the active CalFresh case must be completed following existing ICT policy, after following instructions for the remaining actions, and Go to Step 1 of the Step/Action table in the “Part 2 – MAGI Determination Review” of this handbook section. <p>Note: If the CalFresh case in the other county is terminated in MEDS, the case will still need to be added to C-IV. Once added to C-IV, notify the Post Medi-Cal worker ongoing that Medi-Cal termination is required.</p> </td></tr> <tr> <td>Not San Bernardino County,</td><td> <ul style="list-style-type: none"> Email the <i>ICT Coordinator</i> and request that the other county take over Express Lane eligibility, and Continue to Step 2. </td></tr> </table> </td></tr> </table>	If...	Then...	Yes,	Go to Step 1 of the Step/Action table in the “Part 2 – MAGI Determination Review” of this handbook section.	No,	<ul style="list-style-type: none"> Notate the Express Lane enrollment date (first month of eligibility) on MEDS (information will be used in Part 3, Step 2, if applicable), and Review the address in MEDS, and: <table> <tr> <th>If the MEDS address is...</th><th>Then...</th></tr> <tr> <td>In San Bernardino County,</td><td> <ul style="list-style-type: none"> A request for an ICT from the sending county of the active CalFresh case must be completed following existing ICT policy, after following instructions for the remaining actions, and Go to Step 1 of the Step/Action table in the “Part 2 – MAGI Determination Review” of this handbook section. <p>Note: If the CalFresh case in the other county is terminated in MEDS, the case will still need to be added to C-IV. Once added to C-IV, notify the Post Medi-Cal worker ongoing that Medi-Cal termination is required.</p> </td></tr> <tr> <td>Not San Bernardino County,</td><td> <ul style="list-style-type: none"> Email the <i>ICT Coordinator</i> and request that the other county take over Express Lane eligibility, and Continue to Step 2. </td></tr> </table>	If the MEDS address is...	Then...	In San Bernardino County,	<ul style="list-style-type: none"> A request for an ICT from the sending county of the active CalFresh case must be completed following existing ICT policy, after following instructions for the remaining actions, and Go to Step 1 of the Step/Action table in the “Part 2 – MAGI Determination Review” of this handbook section. <p>Note: If the CalFresh case in the other county is terminated in MEDS, the case will still need to be added to C-IV. Once added to C-IV, notify the Post Medi-Cal worker ongoing that Medi-Cal termination is required.</p>	Not San Bernardino County,	<ul style="list-style-type: none"> Email the <i>ICT Coordinator</i> and request that the other county take over Express Lane eligibility, and Continue to Step 2.
If...	Then...												
Yes,	Go to Step 1 of the Step/Action table in the “Part 2 – MAGI Determination Review” of this handbook section.												
No,	<ul style="list-style-type: none"> Notate the Express Lane enrollment date (first month of eligibility) on MEDS (information will be used in Part 3, Step 2, if applicable), and Review the address in MEDS, and: <table> <tr> <th>If the MEDS address is...</th><th>Then...</th></tr> <tr> <td>In San Bernardino County,</td><td> <ul style="list-style-type: none"> A request for an ICT from the sending county of the active CalFresh case must be completed following existing ICT policy, after following instructions for the remaining actions, and Go to Step 1 of the Step/Action table in the “Part 2 – MAGI Determination Review” of this handbook section. <p>Note: If the CalFresh case in the other county is terminated in MEDS, the case will still need to be added to C-IV. Once added to C-IV, notify the Post Medi-Cal worker ongoing that Medi-Cal termination is required.</p> </td></tr> <tr> <td>Not San Bernardino County,</td><td> <ul style="list-style-type: none"> Email the <i>ICT Coordinator</i> and request that the other county take over Express Lane eligibility, and Continue to Step 2. </td></tr> </table>	If the MEDS address is...	Then...	In San Bernardino County,	<ul style="list-style-type: none"> A request for an ICT from the sending county of the active CalFresh case must be completed following existing ICT policy, after following instructions for the remaining actions, and Go to Step 1 of the Step/Action table in the “Part 2 – MAGI Determination Review” of this handbook section. <p>Note: If the CalFresh case in the other county is terminated in MEDS, the case will still need to be added to C-IV. Once added to C-IV, notify the Post Medi-Cal worker ongoing that Medi-Cal termination is required.</p>	Not San Bernardino County,	<ul style="list-style-type: none"> Email the <i>ICT Coordinator</i> and request that the other county take over Express Lane eligibility, and Continue to Step 2. 						
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In San Bernardino County,	<ul style="list-style-type: none"> A request for an ICT from the sending county of the active CalFresh case must be completed following existing ICT policy, after following instructions for the remaining actions, and Go to Step 1 of the Step/Action table in the “Part 2 – MAGI Determination Review” of this handbook section. <p>Note: If the CalFresh case in the other county is terminated in MEDS, the case will still need to be added to C-IV. Once added to C-IV, notify the Post Medi-Cal worker ongoing that Medi-Cal termination is required.</p>												
Not San Bernardino County,	<ul style="list-style-type: none"> Email the <i>ICT Coordinator</i> and request that the other county take over Express Lane eligibility, and Continue to Step 2. 												
2	Journal all actions, no further action is necessary.												

Continued on next page

Express Lane, Continued

Part 2 – MAGI Determination Review Staff must verify that a MAGI determination has been completed by following the steps below:

Step	Action						
1	<ul style="list-style-type: none"> Review the C-IV case to determine if the case has had a MAGI determination: Open the MAGI Determination List page located under the <i>Financial</i> section (<i>Eligibility-Customer Information-Financial-MAGI Eligibility</i>), Click View – (If MAGI has been requested on the case, information will be displayed in the section below the “View” button).  <ul style="list-style-type: none"> Determine if MAGI has been requested, and: <table border="1"> <thead> <tr> <th>If...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>Yes,</td><td>The Express Lane cannot be opened on a Medi-Cal program block in the CalFresh case; as a result the EW will continue to the “Part 3 – Adding a Medi-Cal block” block in this section for further instructions.</td></tr> <tr> <td>No,</td><td>Continue to Step 2 to review for a MAGI determination requested by CalHEERS.</td></tr> </tbody> </table>	If...	Then...	Yes,	The Express Lane cannot be opened on a Medi-Cal program block in the CalFresh case; as a result the EW will continue to the “Part 3 – Adding a Medi-Cal block” block in this section for further instructions.	No,	Continue to Step 2 to review for a MAGI determination requested by CalHEERS.
If...	Then...						
Yes,	The Express Lane cannot be opened on a Medi-Cal program block in the CalFresh case; as a result the EW will continue to the “Part 3 – Adding a Medi-Cal block” block in this section for further instructions.						
No,	Continue to Step 2 to review for a MAGI determination requested by CalHEERS.						
2	<ul style="list-style-type: none"> Open the Inter-Agency Transfer Summary page accessed from the Case Summary (<i>Eligibility-Case Summary-IAT Summary</i>), Click Search – (If MAGI has been requested on the case, information will be displayed in the section below the “Search” button).  <ul style="list-style-type: none"> Determine if MAGI has been requested, and: <table border="1"> <thead> <tr> <th>If...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>Yes</td><td>The Express Lane cannot be opened on a Medi-Cal program block in the CalFresh case; as a result the EW will continue to Step 1 of the Step/Action table in the “Part 3 – Adding a Medi-Cal block” block of this section for instructions to open a new case.</td></tr> <tr> <td>No</td><td>Go to Step 2 of the Step/Action table in the “Part 3 – Adding a Medi-Cal block” block of this handbook section.</td></tr> </tbody> </table>	If...	Then...	Yes	The Express Lane cannot be opened on a Medi-Cal program block in the CalFresh case; as a result the EW will continue to Step 1 of the Step/Action table in the “Part 3 – Adding a Medi-Cal block” block of this section for instructions to open a new case.	No	Go to Step 2 of the Step/Action table in the “Part 3 – Adding a Medi-Cal block” block of this handbook section.
If...	Then...						
Yes	The Express Lane cannot be opened on a Medi-Cal program block in the CalFresh case; as a result the EW will continue to Step 1 of the Step/Action table in the “Part 3 – Adding a Medi-Cal block” block of this section for instructions to open a new case.						
No	Go to Step 2 of the Step/Action table in the “Part 3 – Adding a Medi-Cal block” block of this handbook section.						

Continued on next page

Express Lane, Continued

Part 3 – Adding a Medi-Cal block

Staff must add the individual to C-IV by adding a Medi-Cal program block by following the steps in the table below:

Step	Action
1	<ul style="list-style-type: none">• Open a new case,• Ensure the CalFresh case and Medi-Cal case are listed as companion cases, and• Continue to Step 2 for actions to take on the new case.
2	<ul style="list-style-type: none">• Add a new Medi-Cal Program block, and• Pend each person to be enrolled in Express Lane following existing pending procedures using the data entries below:<ul style="list-style-type: none">– Application Date and Beginning Date of Aid (BDA): First of the month of the Express Lane effective date (first month of eligibility as listed in MEDS) (i.e. effective month is 03/14; application date is 03/01/2014).– Requested Medi-Cal Type: Choose the appropriate type based on the aid code on the list for the Express Lane individual.<ul style="list-style-type: none">✓ Express Lane Adult 19-64 (aid code 7U)✓ Express Lane Parent 19-64 (aid code 7S)✓ Express Lane Under 19 (aid code 7W)
3	Run EDBC , <u>do not</u> Request MAGI and accept if aid codes are correct. Eligibility will batch to MEDS.

Continued on next page

Express Lane, Continued

Part 3 – Adding a Medi-Cal block, (continued)

Step	Action						
4	<ul style="list-style-type: none"> Ensure the RE date on the Medi-Cal Program block is correct. (i.e. Eligibility effective date is 3/14; the RE date will be 2/15). Review the RE due date to determine if a manual RE packet is required, and: <table border="1"> <thead> <tr> <th>If the RE is due in...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>60 days or less,</td><td>A manual RE packet is required; continue to Step 5.</td></tr> <tr> <td>More than 60 days,</td><td> <ul style="list-style-type: none"> Set the following Tasks: <ul style="list-style-type: none"> Task 1 <ul style="list-style-type: none"> ✓ Program: Medi-Cal ✓ Worker ID: The CalFresh EW/MAQ Worker ID listed on the CalFresh and Medi-Cal case. ✓ Task Type: Contact Client ✓ Long Description: Contact customer regarding RE due – Refer to <i>Client contact and RE Task</i> block in the Express Lane section of the CFPHB or HCPHB for processing instructions ✓ Due Date: First day of month prior to RE due month. (ex. RE due 05/2016 Task set for 04/01/2016) Task 2 <ul style="list-style-type: none"> ✓ Program: Medi-Cal ✓ Worker ID: The CalFresh EW/MAQ Worker ID listed on the CalFresh and Medi-Cal case. ✓ Task Type: RE ✓ Long Description: RE due for MAGI Determination – Refer to <i>Client contact and RE Task</i> block in the Express Lane section of the CFPHB or HCPHB for processing instructions ✓ Due Date: First day of RE due month. (ex. RE due 05/2016 Task set for 05/01/2016) Continue to Step 8. </td></tr> </tbody> </table> 	If the RE is due in...	Then...	60 days or less,	A manual RE packet is required; continue to Step 5.	More than 60 days,	<ul style="list-style-type: none"> Set the following Tasks: <ul style="list-style-type: none"> Task 1 <ul style="list-style-type: none"> ✓ Program: Medi-Cal ✓ Worker ID: The CalFresh EW/MAQ Worker ID listed on the CalFresh and Medi-Cal case. ✓ Task Type: Contact Client ✓ Long Description: Contact customer regarding RE due – Refer to <i>Client contact and RE Task</i> block in the Express Lane section of the CFPHB or HCPHB for processing instructions ✓ Due Date: First day of month prior to RE due month. (ex. RE due 05/2016 Task set for 04/01/2016) Task 2 <ul style="list-style-type: none"> ✓ Program: Medi-Cal ✓ Worker ID: The CalFresh EW/MAQ Worker ID listed on the CalFresh and Medi-Cal case. ✓ Task Type: RE ✓ Long Description: RE due for MAGI Determination – Refer to <i>Client contact and RE Task</i> block in the Express Lane section of the CFPHB or HCPHB for processing instructions ✓ Due Date: First day of RE due month. (ex. RE due 05/2016 Task set for 05/01/2016) Continue to Step 8.
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Continued on next page

Express Lane, Continued

Part 3 – Adding a Medi-Cal block, (continued)

Step	Action
5	Generate a manual RE packet (Form name <i>Regular MC RE Packet</i>) and a Tax Household (Form name <i>HCR RFTHI</i>) from the template repository in C-IV <ul style="list-style-type: none">• Select the following from the drop down boxes:<ul style="list-style-type: none">– Program: Medi-Cal– Customer Name: Select Primary applicant.– Language: Select appropriate language as designated for the case correspondence.– Submit month: Enter RE Date due month• Click Generate Form button.• Click Save and print locally
6	Mail the RE packet and the Request for Tax Household Information (RFTHI) to the customer.
7	Set the following Tasks : <ul style="list-style-type: none">• Task 1 – to contact customer if RE has not been received.<ul style="list-style-type: none">– Program: Medi-Cal– Worker ID: The CalFresh EW/MAQ Worker ID listed on the CalFresh and Medi-Cal case– Task Type: Contact Client– Long Description: Contact customer regarding RE due– Refer to <i>Client contact and RE Task</i> block in the Express Lane section of the CFPHB or HCPHB for processing instructions– Due Date: Enter day following due date listed on the RE packet.• Task 2 – for the due date of the RE<ul style="list-style-type: none">– Program: Medi-Cal– Worker ID: The CalFresh EW/MAQ Worker ID listed on the CalFresh and Medi-Cal case– Task Type: RE– Long Description: RE due for MAGI Determination – Refer to <i>Client contact and RE Task</i> block in the Express Lane section of the CFPHB or HCPHB for processing instructions– Due Date: Enter day following due date listed on on the RE packet.
8	Journal all actions.

Continued on next page

Express Lane, Continued

Unable to run EDBC for Express Lane

An Eligibility Determination and Benefit Calculation (EDBC) for Express Lane will not be functional when the **case** has had a MAGI eligibility determination. When this occurs staff will:

- Leave the Medi-Cal block on the CalFresh case in pending status,
- Add the **Change Reported EDBC** case flag with an end date of 12/31/2015 on the CalFresh case for the Medi-Cal program,
- Obtain a new case number,
- Ensure the two cases are set as companion cases, and
- Follow steps 5-10 as in the “Monthly enrollment list” block to establish Express Lane on the new case.

The Medi-Cal program block will be denied when Negative Action functionality is available.

REs for Express Lane

Express Lane individuals **must** be evaluated for ongoing Medi-Cal before the end of the 12th month of Express Lane eligibility. C-IV will send the RE packet for active Express Lane cases.

When an RE packet is received or the RE Task is due for an Express Lane customer, the packet or **Task** action will be assigned to a Medi-Cal MAQ for processing. The Medi-Cal PACE EW will process the Task action and/or the RE following existing procedures for Medi-Cal. Instructions for RE processing are located in Chapter 18 – Re-Evaluation of the HCPHB.

Example:

The RE due month is 4/15; the BDA when processing the RE will be 5/15.

Note: When an RE is received for an Express Lane customer who has a household member with a different Express Lane RE date due to a separate enrollment date, the earliest RE will be processed for the household.

Client contact and RE Task

When the Client contact or RE Task is due, the CalFresh EW will request reassignment of the **Task** and the Medi-Cal program to a Medi-Cal MAQ for processing.

The MC PACE EW will process the **Tasks** following instructions in Step 3 of the “RE not E-Verified” block in Chapter 18 – Re-Evaluation of the HCPHB.

MEDS Alerts

MEDS will send a 9504 MEDS alert for Express Lane customers 60 days prior to the 12th month of eligibility. These alerts will be reconciled following existing procedures for the 9504 alert.

A Burman hold will be placed on the customer’s eligibility record if a redetermination is **not** made **prior** to the 12th month of Express Lane eligibility. Alerts will continue to generate until a determination is made.

Continued on next page

Express Lane, Continued

CalFresh discontinued process

Existing Express Lane customers who are discontinued from CalFresh are no longer Express Lane eligible. Customers discontinued for any reason other than death or moving out of state **must** be evaluated for ongoing Medi-Cal using the CalFresh application and obtaining tax household information. The Express Lane aid code will continue until a final Medi-Cal determination is completed.

The Research, Outcome, and Quality Support (ROQS) unit will generate a monthly list for Medi-Cal staff to determine ongoing benefits for customers whose CalFresh benefits were not restored within 30 days of discontinuance. The list will be posted on the HS Resource Center.

Note: Customers on the list who have terminated for death or moving out of state will be processed following instructions in the “CalFresh death and/or out of state discontinuances” block in this handbook section.

The following table provides the process for determining ongoing Medi-Cal eligibility for CalFresh discontinuances:

Stage	Description
1	ROQS generates and posts a monthly list titled Express Lane CalFresh Discs <term month> approximately 45 days after the effective discontinuance date of CalFresh customers who have: <ul style="list-style-type: none">• Medi-Cal Requested Medi-Cal Type of:<ul style="list-style-type: none">– Express Lane Adults 19-64,– Express Lane Parents 19-64,– Express Lane under 19, or• A record on the Other Program Assistance (OPA) page for Medi-Cal with Type of Assistance of,<ul style="list-style-type: none">– 7S: Title XIX, parents 19-64, not blind or disabled, no SOC,– 7U: Title XIX, CalFresh adults from 19 through 64, no SOC,– 7W: Title XIX, children under age 19 not blind or disabled, no SOC, and• Not been restored on the CalFresh program.
2	Program Development Division (PDD) issues a C-IV Announcement when the list is posted.
3	Processing Center designated staff: <ul style="list-style-type: none">• Pulls monthly list from the HS Resource Center.• Assigns the active Medi-Cal program to the EW at the Processing Center who will process the Medi-Cal case following instructions in the <i>Processing Center procedure</i> block.

Continued on next page

Express Lane, Continued

Processing Center procedure

When CalFresh is terminated for an Express Lane eligible customer, ongoing Medi-Cal eligibility **must** be determined. A monthly list titled **Express Lane CalFresh discs <term month>** will be posted on the HS Resource Center. The cases will be assigned and/or a list provided to the Processing Center worker who will complete the following actions:

Step	Action												
1	<p>Review the reason for discontinuance, and:</p> <table> <tr> <th>If the reason is...</th><th>Then...</th></tr> <tr> <td>For death or moving out of state,</td><td>Refer to the "CalFresh death and/or out of state discontinuances" block in this handbook section for specific instructions.</td></tr> <tr> <td>Any other reason,</td><td>Continue to Step 2.</td></tr> </table>	If the reason is...	Then...	For death or moving out of state,	Refer to the "CalFresh death and/or out of state discontinuances" block in this handbook section for specific instructions.	Any other reason,	Continue to Step 2.						
If the reason is...	Then...												
For death or moving out of state,	Refer to the "CalFresh death and/or out of state discontinuances" block in this handbook section for specific instructions.												
Any other reason,	Continue to Step 2.												
2	<p>Determine if CalFresh benefits were restored, and:</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>Yes,</td><td> <p>Determine if a Medi-Cal program block is active with Express Lane eligibility, and:</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>Yes,</td><td> <ul style="list-style-type: none"> Check MEDS for active Express Lane eligibility, and Continue to Step 8. </td></tr> <tr> <td>No,</td><td> <ul style="list-style-type: none"> Open a Medi-Cal program block. Pend each person to be restored in Express Lane using the data entries below: <ul style="list-style-type: none"> Application Date: First of month of Express Lane effective date. Beginning Date of Aid: Month/Year of Express Lane effective date. Requested Medi-Cal Type: Choose the appropriate option for the Express Lane individual. <ul style="list-style-type: none"> ✓ Express Lane Adult 19-64 (aid code 7U) ✓ Express Lane Parent 19-64 (aid code 7S) ✓ Express Lane Under 19 (aid code 7W) Run EDBC, and <u>do not</u> Request MAGI for the Medi-Cal program block for Express Lane block (eligibility will batch to MEDS). Continue to Step 8. </td></tr> </table> </td></tr> <tr> <td>No,</td><td>Continue to Step 3.</td></tr> </table>	If...	Then...	Yes,	<p>Determine if a Medi-Cal program block is active with Express Lane eligibility, and:</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>Yes,</td><td> <ul style="list-style-type: none"> Check MEDS for active Express Lane eligibility, and Continue to Step 8. </td></tr> <tr> <td>No,</td><td> <ul style="list-style-type: none"> Open a Medi-Cal program block. Pend each person to be restored in Express Lane using the data entries below: <ul style="list-style-type: none"> Application Date: First of month of Express Lane effective date. Beginning Date of Aid: Month/Year of Express Lane effective date. Requested Medi-Cal Type: Choose the appropriate option for the Express Lane individual. <ul style="list-style-type: none"> ✓ Express Lane Adult 19-64 (aid code 7U) ✓ Express Lane Parent 19-64 (aid code 7S) ✓ Express Lane Under 19 (aid code 7W) Run EDBC, and <u>do not</u> Request MAGI for the Medi-Cal program block for Express Lane block (eligibility will batch to MEDS). Continue to Step 8. </td></tr> </table>	If...	Then...	Yes,	<ul style="list-style-type: none"> Check MEDS for active Express Lane eligibility, and Continue to Step 8. 	No,	<ul style="list-style-type: none"> Open a Medi-Cal program block. Pend each person to be restored in Express Lane using the data entries below: <ul style="list-style-type: none"> Application Date: First of month of Express Lane effective date. Beginning Date of Aid: Month/Year of Express Lane effective date. Requested Medi-Cal Type: Choose the appropriate option for the Express Lane individual. <ul style="list-style-type: none"> ✓ Express Lane Adult 19-64 (aid code 7U) ✓ Express Lane Parent 19-64 (aid code 7S) ✓ Express Lane Under 19 (aid code 7W) Run EDBC, and <u>do not</u> Request MAGI for the Medi-Cal program block for Express Lane block (eligibility will batch to MEDS). Continue to Step 8. 	No,	Continue to Step 3.
If...	Then...												
Yes,	<p>Determine if a Medi-Cal program block is active with Express Lane eligibility, and:</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>Yes,</td><td> <ul style="list-style-type: none"> Check MEDS for active Express Lane eligibility, and Continue to Step 8. </td></tr> <tr> <td>No,</td><td> <ul style="list-style-type: none"> Open a Medi-Cal program block. Pend each person to be restored in Express Lane using the data entries below: <ul style="list-style-type: none"> Application Date: First of month of Express Lane effective date. Beginning Date of Aid: Month/Year of Express Lane effective date. Requested Medi-Cal Type: Choose the appropriate option for the Express Lane individual. <ul style="list-style-type: none"> ✓ Express Lane Adult 19-64 (aid code 7U) ✓ Express Lane Parent 19-64 (aid code 7S) ✓ Express Lane Under 19 (aid code 7W) Run EDBC, and <u>do not</u> Request MAGI for the Medi-Cal program block for Express Lane block (eligibility will batch to MEDS). Continue to Step 8. </td></tr> </table>	If...	Then...	Yes,	<ul style="list-style-type: none"> Check MEDS for active Express Lane eligibility, and Continue to Step 8. 	No,	<ul style="list-style-type: none"> Open a Medi-Cal program block. Pend each person to be restored in Express Lane using the data entries below: <ul style="list-style-type: none"> Application Date: First of month of Express Lane effective date. Beginning Date of Aid: Month/Year of Express Lane effective date. Requested Medi-Cal Type: Choose the appropriate option for the Express Lane individual. <ul style="list-style-type: none"> ✓ Express Lane Adult 19-64 (aid code 7U) ✓ Express Lane Parent 19-64 (aid code 7S) ✓ Express Lane Under 19 (aid code 7W) Run EDBC, and <u>do not</u> Request MAGI for the Medi-Cal program block for Express Lane block (eligibility will batch to MEDS). Continue to Step 8. 						
If...	Then...												
Yes,	<ul style="list-style-type: none"> Check MEDS for active Express Lane eligibility, and Continue to Step 8. 												
No,	<ul style="list-style-type: none"> Open a Medi-Cal program block. Pend each person to be restored in Express Lane using the data entries below: <ul style="list-style-type: none"> Application Date: First of month of Express Lane effective date. Beginning Date of Aid: Month/Year of Express Lane effective date. Requested Medi-Cal Type: Choose the appropriate option for the Express Lane individual. <ul style="list-style-type: none"> ✓ Express Lane Adult 19-64 (aid code 7U) ✓ Express Lane Parent 19-64 (aid code 7S) ✓ Express Lane Under 19 (aid code 7W) Run EDBC, and <u>do not</u> Request MAGI for the Medi-Cal program block for Express Lane block (eligibility will batch to MEDS). Continue to Step 8. 												
No,	Continue to Step 3.												

Continued on next page

Express Lane, Continued

Processing Center procedure, (continued)

Step	Action						
3	Complete an Ex-Parte review. Note: If an RE packet has been sent, then follow the RE procedures located in the HCPHB Chapter 18 – Re-Evaluations.						
4	Contact the customer by phone to request information/forms as appropriate (i.e. Tax household Information (HCR RFTHI)), and: <table><tr><th>If contact was...</th><th>Then...</th></tr><tr><td>Successful,</td><td><ul style="list-style-type: none">Update the appropriate Medi-Cal detail pages, andContinue to Step 5.</td></tr><tr><td>Unsuccessful,</td><td><ul style="list-style-type: none">Send a MC 355, allowing 30 days to return requested information.Set the following Task:<ul style="list-style-type: none">Task Type: MC 355 due.Due Date: 30 days from date the request is mailed.Long Description: Verifications due, if not received terminate Express Lane benefits on MEDS.Continue to Step 5 upon receipt of RFTHI or taking action on Task.</td></tr></table>	If contact was...	Then...	Successful,	<ul style="list-style-type: none">Update the appropriate Medi-Cal detail pages, andContinue to Step 5.	Unsuccessful,	<ul style="list-style-type: none">Send a MC 355, allowing 30 days to return requested information.Set the following Task:<ul style="list-style-type: none">Task Type: MC 355 due.Due Date: 30 days from date the request is mailed.Long Description: Verifications due, if not received terminate Express Lane benefits on MEDS.Continue to Step 5 upon receipt of RFTHI or taking action on Task.
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Continued on next page

Express Lane, Continued

Processing Center procedure, (continued)

Step	Action																		
5	<p>Determine if a Medi-Cal program block is active with Express Lane eligibility, and:</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>Yes,</td><td> <p>Determine:</p> <table> <tr> <th>If the Express Lane block will terminate because...</th><th>Then...</th></tr> <tr> <td>Other eligibility will be determined in another block or Medi-Cal case,</td><td> <ul style="list-style-type: none"> Run EDBC from Negative Action page. Select <i>On Aid Another Case</i> Negative Action Reason. Reject NOA if generated. Continue to Step 6. </td></tr> <tr> <td>Customer did not comply with request to provide RFTHI,</td><td> <ul style="list-style-type: none"> Run EDBC from Negative Action page. Select <i>Failed to Complete Determination</i> Negative Action Reason. Continue to Step 7. </td></tr> </table> </td></tr> <tr> <td>No,</td><td> <p>Determine:</p> <table> <tr> <th>If the Express Lane will terminate because...</th><th>Then...</th></tr> <tr> <td>Other eligibility will be determined in another block or Medi-Cal case,</td><td>Continue to Step 5.</td></tr> <tr> <td>Customer did not comply with request to provide RFTHI,</td><td>Continue to Step 6.</td></tr> </table> </td></tr> </table>	If...	Then...	Yes,	<p>Determine:</p> <table> <tr> <th>If the Express Lane block will terminate because...</th><th>Then...</th></tr> <tr> <td>Other eligibility will be determined in another block or Medi-Cal case,</td><td> <ul style="list-style-type: none"> Run EDBC from Negative Action page. Select <i>On Aid Another Case</i> Negative Action Reason. Reject NOA if generated. Continue to Step 6. </td></tr> <tr> <td>Customer did not comply with request to provide RFTHI,</td><td> <ul style="list-style-type: none"> Run EDBC from Negative Action page. Select <i>Failed to Complete Determination</i> Negative Action Reason. Continue to Step 7. </td></tr> </table>	If the Express Lane block will terminate because...	Then...	Other eligibility will be determined in another block or Medi-Cal case,	<ul style="list-style-type: none"> Run EDBC from Negative Action page. Select <i>On Aid Another Case</i> Negative Action Reason. Reject NOA if generated. Continue to Step 6. 	Customer did not comply with request to provide RFTHI,	<ul style="list-style-type: none"> Run EDBC from Negative Action page. Select <i>Failed to Complete Determination</i> Negative Action Reason. Continue to Step 7. 	No,	<p>Determine:</p> <table> <tr> <th>If the Express Lane will terminate because...</th><th>Then...</th></tr> <tr> <td>Other eligibility will be determined in another block or Medi-Cal case,</td><td>Continue to Step 5.</td></tr> <tr> <td>Customer did not comply with request to provide RFTHI,</td><td>Continue to Step 6.</td></tr> </table>	If the Express Lane will terminate because...	Then...	Other eligibility will be determined in another block or Medi-Cal case,	Continue to Step 5.	Customer did not comply with request to provide RFTHI,	Continue to Step 6.
If...	Then...																		
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Other eligibility will be determined in another block or Medi-Cal case,	Continue to Step 5.																		
Customer did not comply with request to provide RFTHI,	Continue to Step 6.																		
6	<ul style="list-style-type: none"> Open a Medi-Cal program block with Requested Medi-Cal Type <i>Medi-Cal</i> with same application date as the Express Lane block and use a future Medi-Cal begin date. Pend each Express Lane individual. Process the case following existing procedures. 																		
7	<p>Send the appropriate discontinuance and/or approval Notice of Action (NOA).</p> <p>Note: A discontinuance NOA for Express Lane is required if the customer is not approved for ongoing Medi-Cal benefits. Refer to the "Notice of Action (NOA)" block in this handbook section.</p>																		
8	Journal all actions.																		

Continued on next page

Express Lane, Continued

CalFresh death and/or out of state discontinuances

When a CalFresh customer is discontinued due to death and/or moving out of state, the continuing CalFresh EW will take appropriate action in the CalFresh case and the Post Medi-Cal (PMC) EW will take the following actions when processing the CalFresh case:

Step	Action						
1	<p>Research C-IV and MEDS and determine if the customer(s) is active in Express Lane, and:</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>Yes,</td><td>Continue to Step 2.</td></tr> <tr> <td>No,</td><td>No further action necessary.</td></tr> </table>	If...	Then...	Yes,	Continue to Step 2.	No,	No further action necessary.
If...	Then...						
Yes,	Continue to Step 2.						
No,	No further action necessary.						
2	<p>Determine:</p> <table> <tr> <th>If Express Lane eligibility is in...</th><th>Then...</th></tr> <tr> <td>C-IV on a Medi-Cal program block,</td><td> <ul style="list-style-type: none"> Complete a Negative Action in C-IV and use the appropriate Negative Action Reason <i>Calif. Residence</i> or <i>Deceased</i>. Review the C-IV generated NOA and ensure the appropriate language and regulations are cited in the notice. Enter End Date to the Other Program Assistance (OPA) Detail page for each customer who has an Express Lane entry, if applicable. </td></tr> <tr> <td>MEDS only,</td><td> <ul style="list-style-type: none"> Submit a TAD 110 P to the MEDS OA and request termination of Express Lane benefits. Add End Date to the Other Program Assistance (OPA) Detail page for each customer who has an Express Lane entry, if applicable. Send a NA 100 CIV, <i>Blank Notice of Action</i> and ensure the appropriate language and regulations is cited in the notice. </td></tr> </table>	If Express Lane eligibility is in...	Then...	C-IV on a Medi-Cal program block,	<ul style="list-style-type: none"> Complete a Negative Action in C-IV and use the appropriate Negative Action Reason <i>Calif. Residence</i> or <i>Deceased</i>. Review the C-IV generated NOA and ensure the appropriate language and regulations are cited in the notice. Enter End Date to the Other Program Assistance (OPA) Detail page for each customer who has an Express Lane entry, if applicable. 	MEDS only,	<ul style="list-style-type: none"> Submit a TAD 110 P to the MEDS OA and request termination of Express Lane benefits. Add End Date to the Other Program Assistance (OPA) Detail page for each customer who has an Express Lane entry, if applicable. Send a NA 100 CIV, <i>Blank Notice of Action</i> and ensure the appropriate language and regulations is cited in the notice.
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C-IV on a Medi-Cal program block,	<ul style="list-style-type: none"> Complete a Negative Action in C-IV and use the appropriate Negative Action Reason <i>Calif. Residence</i> or <i>Deceased</i>. Review the C-IV generated NOA and ensure the appropriate language and regulations are cited in the notice. Enter End Date to the Other Program Assistance (OPA) Detail page for each customer who has an Express Lane entry, if applicable. 						
MEDS only,	<ul style="list-style-type: none"> Submit a TAD 110 P to the MEDS OA and request termination of Express Lane benefits. Add End Date to the Other Program Assistance (OPA) Detail page for each customer who has an Express Lane entry, if applicable. Send a NA 100 CIV, <i>Blank Notice of Action</i> and ensure the appropriate language and regulations is cited in the notice. 						
3	Journal all case actions.						

Important: Refer to the “Notice of Action (NOA)” block in this handbook section for specific language and regulations to include in the notice.

Continued on next page

Express Lane, Continued

Notices of Action (NOA)

NOAs required for Express Lane are described below.

- Denial – A denial notice is not required for Express Lane as it is **not** a program but an enrollment strategy. A customer not eligible for Express Lane must have an eligibility determination for Medi-Cal and will receive a NOA for the Medi-Cal determination.
- Discontinuance – NOAs are required when an Express Lane customer is no longer eligible to Express Lane **and** is not eligible for ongoing Medi-Cal.

With the implementation of SCR 51501, C-IV will generate a standard discontinuance NOA when Express Lane is discontinued in C-IV. For cases not transferred to C-IV, EWs will use the **NA 100 CIV**, *Blank Notice of Action form*, in C-IV for Express Lane discontinuances. Both NOAs must include the language provided by DHCS as listed in the following table:

Discontinuance Reason	Statement	Regulations
Failure to provide	You did not give us the information we asked for. Note: Must include items requested and not provided.	California Code of Regulations (CCR) Title 22, Section 50175
Over income	You are above the income allowed for Medi-Cal.	California Welfare & Institutions Code (WIC) 14005.30, 14005.60, 14005.64
Deceased	We received notification of the death of <Person Name>.	CCR Title 22, 50176
California Residency	You are not a resident of California.	CCR Title 22, Section 50320

Note: The Medi-Cal EW will be responsible to send the discontinuance NOA for customers no longer eligible to Express Lane after the ongoing Medi-Cal determination is complete. The discontinuance NOA will be sent at the same time as the approval/denial NOA for Medi-Cal.

Workflows

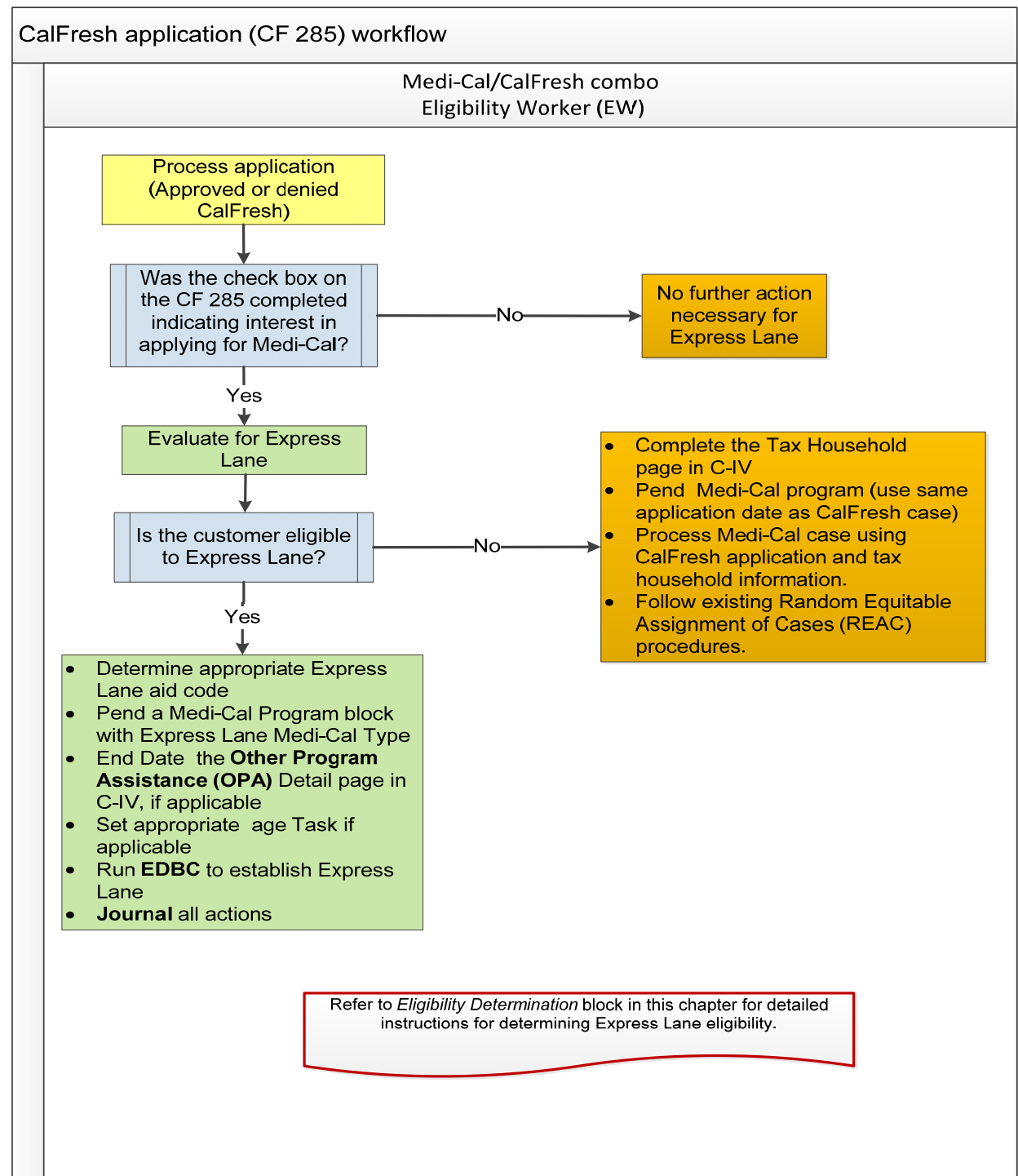
The following pages include workflows to provide staff with a visual aid for determining Express Lane eligibility at:

- CalFresh application (CF 285) workflow
- CalFresh recertification (CF 37) workflow
- Customer Service Center (CSC) workflow
- Verbal or written request workflow

Continued on next page

Express Lane, Continued

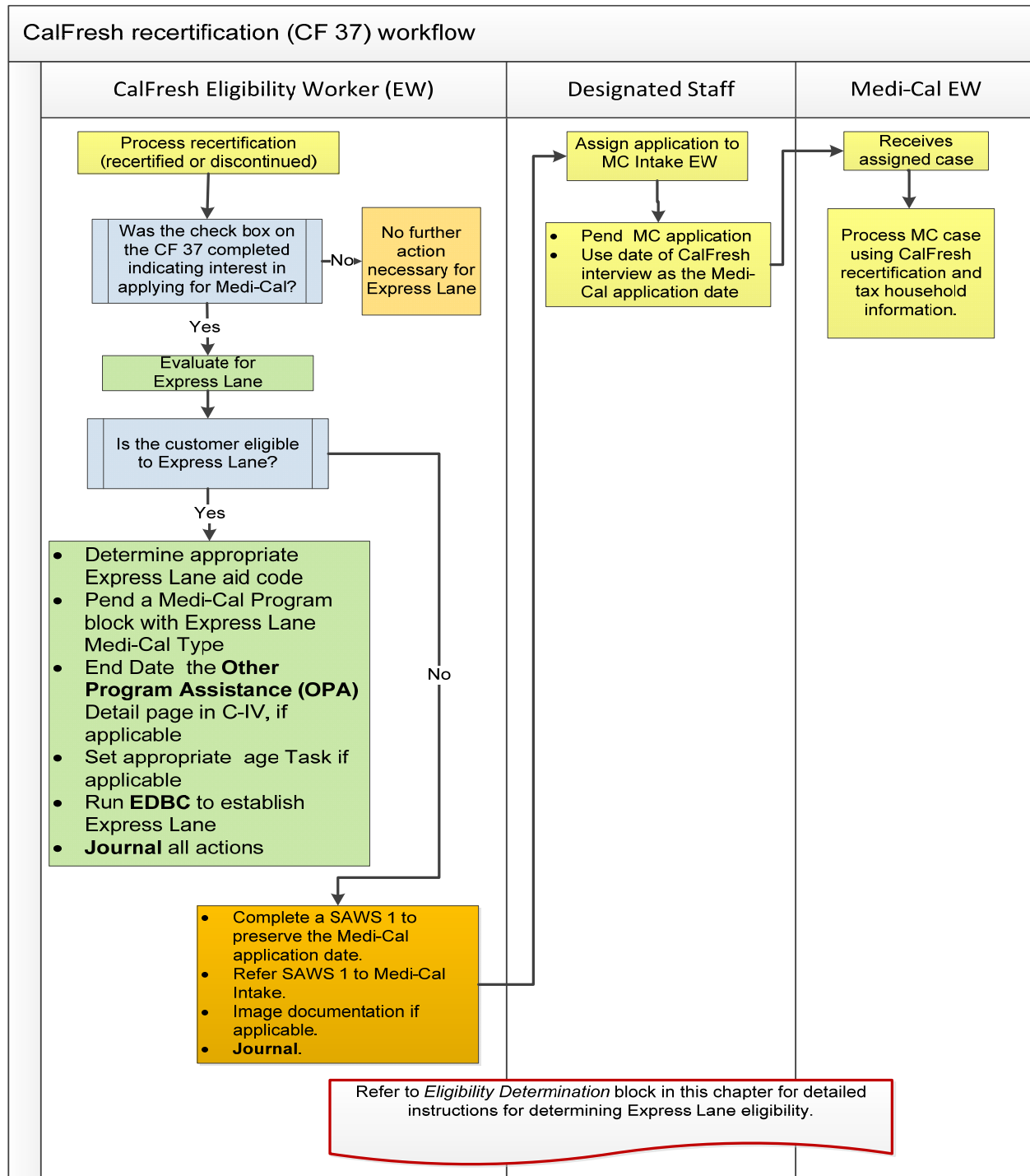
Workflows CalFresh application (CF 285) workflow:
(continued)



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Express Lane, Continued

Workflows CalFresh recertification (CF 37) workflow:
(continued)

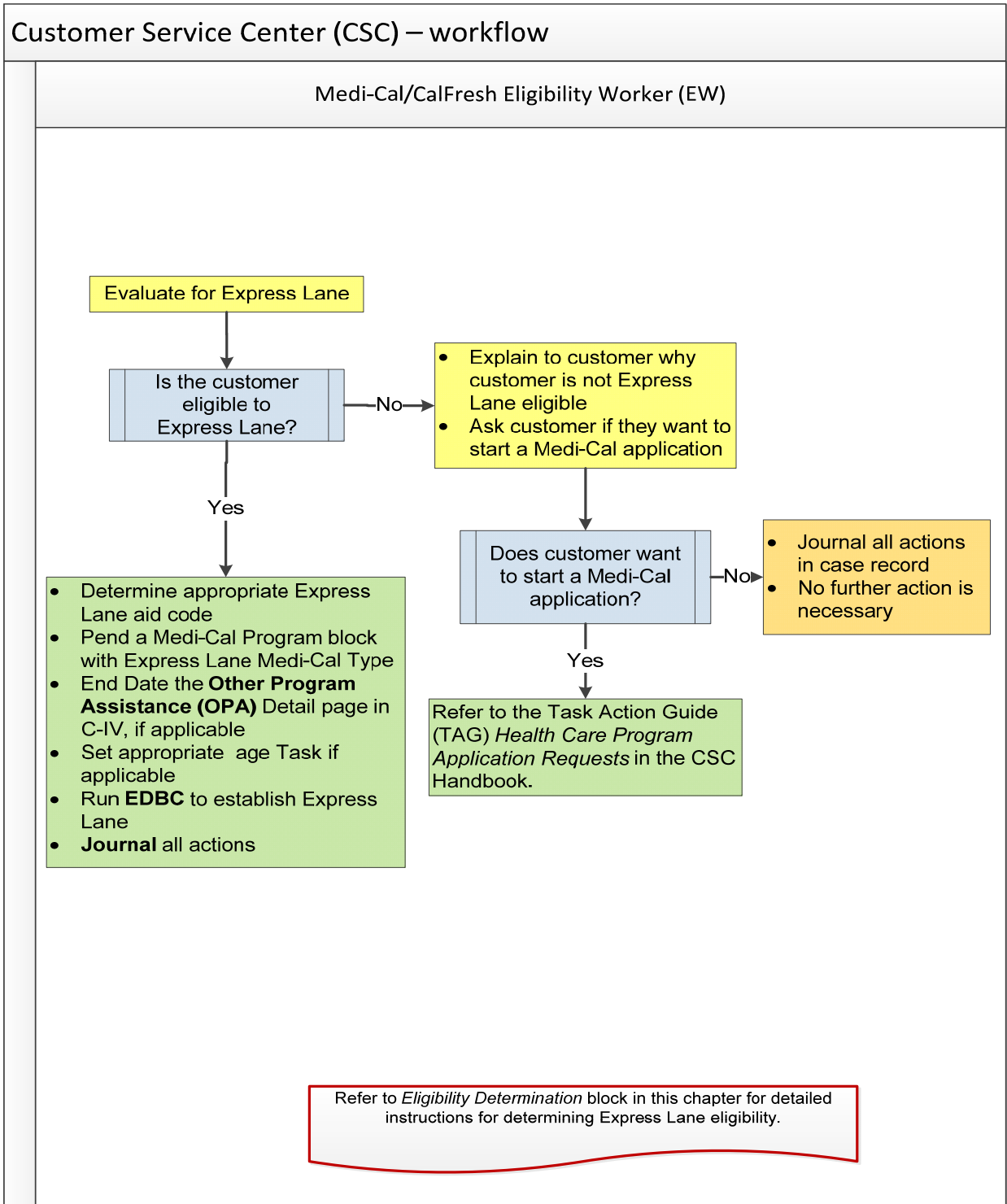


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Express Lane, Continued

Workflows (continued)

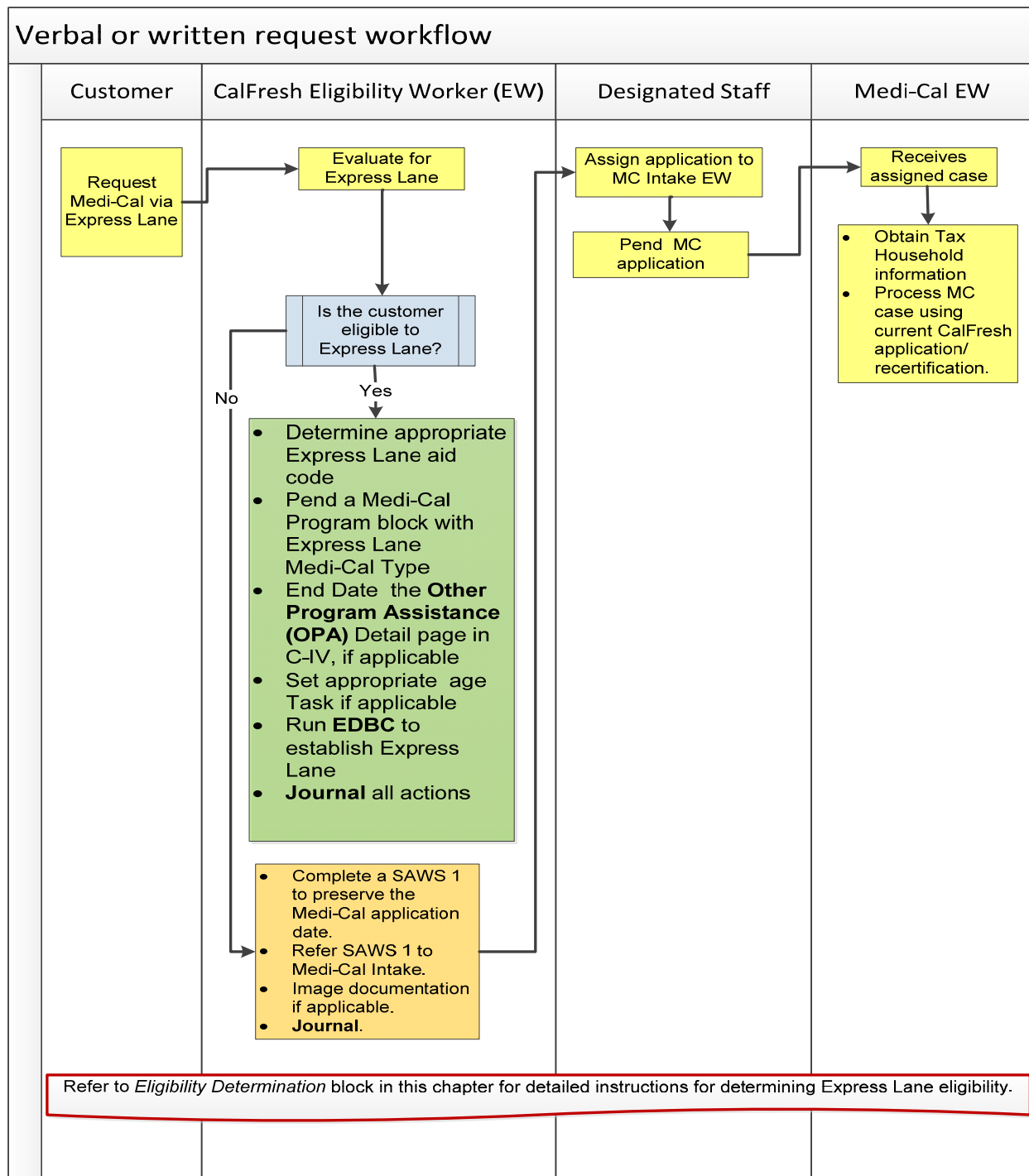
Customer Service Center (CSC) workflow:



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Express Lane, Continued

Workflows Verbal or written request workflow:
(continued)



CALFRESH POLICY HANDBOOK

CHAPTER 2

Household Concept

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Definitions

Introduction	This section includes definitions of terms used in this chapter.
Able Bodied Adult Without Dependents (ABAWD)	<p>A person who is a mandatory CalFresh Employment and Training (E&T) registrant or is exempt due to employment <u>and</u>:</p> <ul style="list-style-type: none">• Is not pregnant,• Is not under 18,• Is not 50 or older, and• Does not live in a CalFresh household with a minor child.
Boarder	An individual living with a household who pays reasonable compensation (Thrifty Food Plan for the boarder household size) for room and meals, or a foster child excluded from the CalFresh household at household's request.
CalFresh household member	An eligible household member who receives CalFresh.
Disabled household member	<p>For purposes of household composition determination, a disabled household member is one who has a disability rendering the individual unable to care for his/herself <u>and</u> who receives or is eligible to receive:</p> <ul style="list-style-type: none">• Social Security benefits due to disability or blindness.• Permanent disability retirement benefits from a government agency.• Veteran's Affairs (VA) benefits based on total disability for a veteran or disabled surviving spouse/child.• Railroad retirement benefits <u>and</u> eligible for Medicare <u>or</u> determined to be disabled under the Railroad Retirement Act of 1974.• Veteran or surviving spouse receiving aid and attendance <u>or</u> declared permanently housebound.• California Assistance Program for Immigrants (CAPI) benefits.• Medi-Cal benefits due to disability or blindness, specifically Medi-Cal aid codes 23, 24, 26, 27, 2E, 2H, 36, 5J, 5R, 63, 64, 66, 67, 6A, 6C, 6E, 6H, 6J, 6R, C3, C4, C7, C8, D4, D6, and D7.
Elderly	A household member aged 60 or older.
Excluded household member	<p>A household member not eligible to participate in CalFresh due to:</p> <ul style="list-style-type: none">• Ineligible noncitizen status,• Social Security Number (SSN) disqualification,• Work requirement disqualification,• Intentional Program Violation (IPV) disqualification,• Fleeing felon or probation/parole violator status.

Continued on next page

Definitions, Continued

Foster Care child(ren) Child(ren) receiving Aid to Families with Dependent Children (AFDC) Foster Care benefits. They may be excluded from the CalFresh household at the household's request.

Note: Children receiving Wraparound services through Foster Care are not considered Foster Care children.

Homeless Households lacking a fixed or regular nighttime residence or whose primary nighttime residence is a:

- Supervised shelter,
 - Halfway house or institution for homeless mentally ill,
 - Temporary residence with another or,
 - A place not designed for sleeping such as a hallway, bus station etc.
-

Household All persons living with the eligible CalFresh household.

Non-household members Household members not eligible to participate because of:

- Ineligible student status or,
- Receiving Supplemental Security Income/State Supplementary Payment (SSI/SSP).

Non-household members can also be persons residing with the CalFresh household who are not considered members of that household, such as attendants and roomers. If otherwise eligible, this latter group of non-household members may be certified as a separate CalFresh household.

Parental control A child under the age of 18 is considered under the parental control of the adult (not his/her parent) with whom s/he resides if s/he has not been:

- Married,
- In the military
- Emancipated by a court of law, or
- Has not become self-supporting or independent.

When the child's self-support or independence is questionable or unable to be verified, the minor will be considered under parental control.

Note: Homeless youth may or may not be considered under parental control depending on their circumstances. Homeless youth under the age of 18 are considered an individual living alone and may apply and be eligible as a one person household.

Definitions, Continued

Questionable information	When the household has presented inconsistent information verbally, on the current application, or SAR 7, in previous records or from outside sources.
<hr/>	
Roomer	An individual renting a room (not including meals) from a household that owns the property.
<hr/>	
Spouse	<p>For purposes of determining CalFresh household composition a spouse is an individual:</p> <ul style="list-style-type: none">• Married to a household member, or• Is an individual cohabiting with and holding themselves out to the community, relatives, friends, neighbors, and tradespersons as a spouse of a household member.
<hr/>	
SSI/SSP recipient	An individual excluded from CalFresh due to receipt of Supplemental Security Income/State Supplementary Payment (SSI/SSP). California recipients of SSI/SSP receive cash issued (as part of the SSP portion of the payment) in place of CalFresh. An individual is still considered a recipient of SSI during periods of SSI/SSP non-receipt and/or suspension.
<hr/>	
Verification	The use of documents or third-party information to establish the accuracy of the statements on the application or report forms and to support the determination of eligibility, ineligibility or benefit level.
<hr/>	
Work requirements disqualified	Individuals failing or refusing to comply with CalFresh E&T requirements or other comparable work registration programs (General Relief). Refer to the Work Requirements Chapter of this handbook for determination of comparable requirements.

Classifying Household Members

Classifying persons in the home chart

Use the chart below to help classify persons in the home:

CLASSIFYING PERSONS IN THE HOME CHART	
<p>Household members are:</p> <ul style="list-style-type: none"> Eligible to participate in CalFresh Identified on the CalFresh application as people who purchase and prepare meals together Identified on the CalFresh application as people with familial relationships (parents, siblings and spouses) 	<p>Household members include:</p> <ul style="list-style-type: none"> Individuals living alone Unrelated people living together and purchasing and preparing meals together Members who <u>must</u> be included: Spouses who live together, including cohabiting adults holding themselves out to the community as husband and wife. A child under 18 living with and under “parental control” of a household member who is not his/her parent (except foster child, see Boarders below) Siblings, when an adult sibling has parental control of another sibling A child under 22 living with a household member who is his/her parent.
<p>Excluded members are:</p> <ul style="list-style-type: none"> Ineligible to participate in CalFresh Purchasing/preparing meals with CalFresh household Cannot establish a separate CalFresh household 	<p>Excluded members include:</p> <ul style="list-style-type: none"> Ineligible noncitizens Social Security Number (SSN) disqualified Work requirements disqualified Intentional Program Violation (IPV) disqualified Ineligible fleeing felon or probation/parole violator
<p>Ineligible members:</p> <p>Participants of the Commodity Food Program (Food Distribution Program)</p> <p>Note: See Chapter 1 for definition of Commodity Food Program.</p>	<p>If any household member is participating in the Commodities Food Program <u>all</u> household members are ineligible to CalFresh. No household may participate in CalFresh or in the Food Distribution Program in more than one geographical area at the same time.</p>
<p>Non-household members are:</p> <ul style="list-style-type: none"> Purchasing/preparing meals separately from CalFresh household as separate household's, roomers or attendants Purchasing/preparing meals with CalFresh household as SSI/SSP recipients, ineligible students or attendants. Attendants must have income at or below 165% of Federal Poverty Standard (Refer to Elderly/Disabled this chapter) Ineligible to participate in CalFresh on the application filed by the CalFresh household 	<p>Non-household members include:</p> <ul style="list-style-type: none"> Roomers Live-in attendants Separate households SSI/SSP recipients Ineligible students - see Student Criteria Chapter Ineligible Able-Bodied Adult Without Dependent (ABAWD) <p>Note: SSI/SSP recipients and ineligible students who purchase/prepare meals with the eligible household are ineligible for CalFresh even if he/she files a separate application for CalFresh.</p>
<p>Boarders are:</p> <ul style="list-style-type: none"> Ineligible to establish a separate household because food is provided by someone else May be included in the CalFresh household with whom boarder lives 	<p>Boarders include a person or group who:</p> <ul style="list-style-type: none"> Pays the CalFresh household for room and meals (reasonable compensation). Is a foster child excluded by CalFresh household choice <p>Note: A person/group paying less than reasonable compensation for meals must be included in the household.</p>

Household Composition

Introduction

In order to establish eligibility and issue the correct amount of benefits, the Eligibility Worker (EW) must:

- Determine who must be included in the CalFresh household, and
- Who in the household is eligible to participate in CalFresh.

The EW must verify the composition of a household when questionable. See definition of "Questionable", this chapter.

Establishing the CalFresh household

The chart below lists the responsibilities for both the customer and the EW:

Customer's Responsibilities	EW's Responsibilities
Provides the: <ul style="list-style-type: none">• Names of everyone living in the home and their relationships to one another,• Type of aid requested for each person, and• A statement of who purchases and prepares meals together or separately. This includes the statement on the CalFresh application.	Determines: <ul style="list-style-type: none">• Who purchases and prepares meals together• Who must be in the household• Eligibility and benefit level for the household• Classifies each person in the home as a:<ul style="list-style-type: none">– Household member– Excluded member– Non-household member– Boarder

Exception: Residents of shelters for battered women who are receiving CalFresh in the home of the abuser are eligible to CalFresh while in the shelter.

Note: Individuals determined to be members of the household cannot participate in more than one household or in more than one county in any month.

Household Concept Chart

Household Concept chart

Use the chart below to determine who is included in the household:

HOUSEHOLD MEMBERS	SITUATION	ELIGIBLE AS ONE HOUSEHOLD	ELIGIBLE AS A SEPARATE HOUSEHOLD	NOTES
Individual	Living alone	X		
	Living with others and: • Customarily purchases/prepares food separately from others in the home		X	1,3,4
	• Customarily purchases/prepares food with others in the home	X		2,3,4
Group of Individuals living together	All purchase and prepare meals together	X		2,4
Parents and their children age 21 or less. This includes natural, step or adopted.	Living together and: • Purchase and prepare meals together	X		2
	• Purchase and prepare meals separately	X		1,2,3
Parents and their children age 22 or older. This includes natural, step and adopted.	Living together and: • Purchase and prepare meals together	X		
	• Purchase and prepares meals separately		X	
Siblings of any age. This includes natural, step, half and adopted.	Living together and: • Purchase and prepare meals together	X		1,3
	• Purchase and prepare meals separately		X	1,3
	• Siblings exerting parental control over other siblings, regardless of purchase and preparation	X		1,3

Note 1: Children or siblings (except Foster Children) under parental control of another household member cannot be considered a separate household. Foster children are either included or excluded by CalFresh household request.

Note 2: When a customer and spouse are elderly (age 60+) or disabled, unable to purchase and prepare food separately from others in home due to disability, they may be a separate household when other members are not children under age 22 and other household's income does not exceed 165% of Federal Poverty Level (FPL).

Note 3: Divorce does not dissolve a step-relationship (step parent to child).

Note 4: Except residents of eligible institutions, and foster care children excluded at household request or live-in attendants.

Household Concept Chart, Continued

Household Concept chart (continued)

HOUSEHOLD MEMBERS	SITUATION	ELIGIBLE AS ONE HOUSEHOLD	ELIGIBLE AS A SEPARATE HOUSEHOLD	NOTES
Spouse of household member	Living in the home	X		6
Residents of Eligible Institutions (see definitions, this chapter)	Federally subsidized housing for the elderly		X	5
	Shelter for battered women/children		X	5
	Alcohol/drug treatment facility (certified by State Department of Alcohol and Drug Programs)		X	6
	Licensed group living arrangements for blind or disabled individuals receiving Social Security benefits under Title II Retirement Survivors Disability		X	5
	Residents of temporary shelter for the homeless		X	5,10
Foster Child(ren) - The CalFresh household will choose to include or exclude the foster child	Foster child included	X		
	Foster child excluded			7
Attendants	Living with CalFresh household and: • Purchase and prepare meals together	X	X	9
	• Purchase and prepare meals separately		X	
Boarders	CalFresh household requests boarder be included	X		8
	Boarder pays less than reasonable compensation (TFP for # of meals)	X		8

Note 5: Number in applicants/customer's household is the household's size.

Note 6: In a alcohol/drug treatment facility, the household is the applicant obtaining treatment and his/her child(ren). Spouse must be a separate household.

Note 7: Foster Children excluded at the request of the CalFresh household will not be included in the eligibility or benefit determination.

Note 8: Boarders are never a separate household.

Note 9: Attendants may be a separate household, even if purchasing and preparing with the CalFresh household.

Note 10: Homeless Status ends when the household stays in the shelter more than three months.

Persons in Special Circumstances: Joint Custody

Joint Custody

When a CalFresh household involves the joint custody of a child (child lives with each parent for specified periods of time), the household composition will be decided on a case-by-case basis using the following guidelines.

- Child alternates for periods of one month or less (50/50 physical custody):
 - The parent with whom the child eats and lives with the majority of the time will be the household in which the child participates in CalFresh.
 - The parent with whom the child stays for less than the majority of time may be the child's participating household when:
 - ✓ The other parent has not applied for, nor is receiving CalFresh for the child, or
 - ✓ Both parents want aid and they mutually agree with whom the child will receive CalFresh.

Note: Time spent with the parent who is not receiving CalFresh for the child will be considered a temporary absence.

- Equal time with both parents
 - When a child spends an equal portion of time with both parents and each parent provides equal care and control, the child will participate with:
 - ✓ The parent providing the majority of meals, or
 - ✓ The parent who applies, provided the other parent is not applying or receiving CalFresh for the child, or
 - ✓ The parent designated by mutual decision of both parents. If the parents cannot reach agreement, the parent who applies for aid first will be designated. (See Note above)
 - Child alternates for periods of more than one month:
 - ✓ The child must participate with the parent currently the caretaker of that child. The change from one parent to another must be processed using the guidelines in the Budgeting Chapter for adding/deleting CalFresh household members.
-

Persons in Special Circumstances: Temporary Absence

Temporary absence from the home

Household members who are temporarily absent from the home will remain eligible in the CalFresh household. While there is no time limit for how long someone can remain temporarily absent, these household members must maintain residency in the county of application in order to remain eligible.

Temporary absence includes:

- Vacation
- Child visiting non-custodial parent
- Seeking employment out of the county and returning to the home
- Hospitalized and returning to the home

Temporary absence does not include:

- Infants not released from hospital after birth
- Military personnel ordered to report away from home for periods over one calendar month
- Household members relocating to a different county/state for employment

Note: When an absence is not temporary, discontinue the individual from household.

Persons in Special Circumstances: Elderly and Disabled

Separate household status for Elderly/Disabled individuals

An elderly household member (and spouse of such an individual) who is unable to purchase and prepare meals separately from others in the home because of a disability may be a separate a household from others with whom he/she purchases and prepares meals, if the other household members' income is at or below the 165% Federal Poverty Level (FPL). To determine if a separate household status can be granted follow the steps below.

Step	Action						
1	Determine the monthly average gross income of the other individuals in the household (see the Chapter 10 of this handbook). Do not include the income of the elderly/disabled member or his/her spouse.						
2	Compare this income amount with the limit for the household size (not including the elderly/disabled member or his/her spouse) on the 165% FPL chart in Chapter 15 of this handbook, and: <table><tr><th>If the household's income...</th><th>Then the Elderly/Disabled Individual(s)...</th></tr><tr><td>Does <u>not</u> exceed the 165% FPL,</td><td>Can be certified as a separate household.</td></tr><tr><td>Exceeds the 165% FPL,</td><td>Cannot be certificated as a separate household.</td></tr></table>	If the household's income...	Then the Elderly/Disabled Individual(s)...	Does <u>not</u> exceed the 165% FPL,	Can be certified as a separate household.	Exceeds the 165% FPL,	Cannot be certificated as a separate household.
If the household's income...	Then the Elderly/Disabled Individual(s)...						
Does <u>not</u> exceed the 165% FPL,	Can be certified as a separate household.						
Exceeds the 165% FPL,	Cannot be certificated as a separate household.						

Examples

Example 1: Household consists of mother, two children and her elderly/disabled grandmother who is unable to purchase and prepare meals. Total household income is \$3,000, which includes the grandmother's income of \$524.

Household's gross income including grandmother	\$3,000
Less the grandmother's gross income	- 524
Gross Net Income	\$2,476

Since the household's income excluding the elderly/disabled member's income does not exceed 165% FPL (The maximum gross monthly income for a household size of 3 is \$2,518 for Federal Fiscal Year (FFY) 10/1/2010 through 9/30/2011), the grandmother can be certified as a separate household.

Example 2: Household consists of mother, two children and her elderly/disabled grandmother who is unable to purchase and prepare meals. Total household income is \$3,000, which includes the grandmother's income of \$300.

Household's gross income including grandmother	\$3,000
Less the grandmother's gross income	- 300
Gross Net Income	\$2,700

Since the household's income excluding the elderly/disabled member's income exceeds the 165% FPL (The maximum gross monthly income for a household size of 3 is \$2,518 for FFY 10/1/2010 through 9/30/2011), the grandmother cannot be certified as a separate household.

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Persons in Special Circumstances: Strikers

Strikers

Households with striking members are ineligible to CalFresh benefits unless the household was eligible to CalFresh prior to the involvement in the strike.

Who is a striker?

The following chart lists who is and who is not a striker:

A striker is...	A striker is not...
Anyone involved in: <ul style="list-style-type: none">• A strike• A work stoppage• Work slow down• Interruption of operations by employees (including a work stoppage because a collective bargaining agreement has expired)	An employee: <ul style="list-style-type: none">• Engaged in a lock-out• Unable to work as a result of striking employees• Unwilling to cross picket line due to fear of personal injury

Work Registration

Exempt from work registration on the day prior to the strike, unless their exemption was based solely on the grounds that they were employed.

Striker eligibility

Two separate eligibility determinations are required for strikers based on:

- Circumstances as they existed immediately prior to the strike.
- Current circumstances, except for the calculation of income.

The chart lists the requirements for two-eligibility determinations.

Prior to Strike	Current Eligibility
<ul style="list-style-type: none">• Use each household member's income as it existed one day prior to the household member's involvement in the strike action. Include the regular monthly-earned income from the job on which the strike occurred.• Apply regulations in effect on the day prior to the strike involvement. Regulations in effect that day are used even if regulation is now revised or repealed.• If ineligible, deny application or discontinue household at the end of the quarter.	<ul style="list-style-type: none">• Eligibility and benefit level based on current circumstances except for calculation of income.• Compare striker's income as it was one day prior to the strike with any income anticipated by the striker. (e.g. strike benefits or temporary employment).• Use the higher of the two amounts plus any income anticipated by other household members.• If ineligible, deny application or discontinue household at the end of the payment period.

Separate Household

Separate household determination

To establish separate household status for an individual or group who lives with others, evaluate each situation to determine the individual or group's customary practice of purchasing and preparing food.

Look at the circumstances to determine:

- Who lives in the home,
 - The type of aid requested,
 - Whether someone purchases and prepares meals separately.
-

Who is not a separate household

Separate household status shall not be granted to:

- Parents living with their natural, adopted or stepchildren, or children living with their natural, adoptive or stepparent, unless the child is:
 - 22 years of age or older and purchases and prepares food separately,
 - Participating in the other parent's CalFresh household in a joint custody situation.
 - Children under 18 under the parental control of another household member who is not their parent, except for foster children
 - Spouses living together unless one or both are residents in a drug/alcohol treatment facility
 - Siblings, when exerting parental control over sibling(s)
 - Boarders
-

Purchasing and Preparing Food

Customary purchasing and preparing

The application process asks the question, "Does anyone buy food or fix meals separately from anyone else?" Using this question, the EW will determine how the household has purchased and prepared their meals for the month of application and the prior month. That time period establishes the custom.

- **Separate household status** – Individual or group customarily purchases and prepares separately from others in the home.
 - **One household status** – Individual or group prepares with others in the home. Entire household must be one household for CalFresh purposes.
-

Change in customary practice

Applicants and participants may qualify as a separate household when changes occur in the customary purchasing and preparing arrangements that are expected to be continuous.

If the customer's statement is questionable, verification of change in customary practice must be obtained. This could include:

- Individual's ability to buy his own food (income verification)
- Grocery receipts
- Home call
- Written statement from the other household

Situation:

An individual has no income and has been living with friends who have been providing housing and food. The individual requests separate household status, stating that he/she is now working and will be purchasing his/her own food. A change has occurred in the customary practice and is expected to continue. Therefore, a separate household may be established.

Separate household status

The following can be a separate household, even though they may customarily purchase and/or prepare meals with others:

- Woman or women with children who are temporary residents of a shelter for battered women/children.
 - Homeless, except homeless spouse or family units which must be one household when together.
 - Residents of group homes for the blind or disabled.
 - Residents of a drug/alcohol treatment center and their child(ren) The spouse who is not a resident of the drug/alcohol treatment center will be a separate household.
 - Residents of federally subsidized housing for the elderly.
 - Live-in attendants.
 - Foster children excluded at the request of the CalFresh household.
 - A person who is elderly and unable to purchase and prepare meals separately due to disability. The household in which this person (and spouse) resides must meet the Gross Income Eligibility Test for the Elderly and Disabled (See Income Chapter).
-

Continued on next page

Purchasing and Preparing Food, Continued

Examples

The following examples are to help clarify separate household status.

Situation 1: A boy friend and girl friend that have been living together are now homeless and are living in a homeless shelter are applying for CalFresh. The couple states they do not hold themselves as husband and wife, however they did purchase and prepare food together before becoming homeless and expect this to continue when they are no longer homeless.

CalFresh household status: Even though the couple do not hold themselves to be husband and wife, their custom is to purchase and prepare together, therefore they are both in one CalFresh household.

Situation 2: CalFresh household consists of Mom, Dad and three children. Dad enters a drug/alcohol treatment center and requests CalFresh.

CalFresh household status: Mom can continue to receive CalFresh for herself and the three children and Dad is eligible for CalFresh as a separate household.

Merging/Splitting CalFresh Households

Eligibility Worker (EW) responsibilities

When CalFresh households merge or split, the Eligibility Worker (EW) must determine appropriate action by reviewing reported information. This includes:

- Adding or deleting household members in the month following the month the change is reported or the first month of the next Payment Period.
- Providing adequate/timely Notice of Action as required

The continuing household Eligibility and Benefit Calculation (EDBC) will be based on the reported household composition information. For specific actions see the Budgeting Chapter.

Splitting households

When a new household is formed as the result of a split, the application will be treated as an intake case unless the new household currently receives CalWORKs.

Merging households

Merging households will be treated as an additional person application and processed by the EW of the continuing case.

- Any companion cases (CalWORKs or GR) must be entered into the C-IV case record.
 - CalFresh households merging into one case will be carried by the CalWORKs EW when any individual in the household has an active CalWORKs program.
 - In a case in which no individual receives CalWORKs, CalFresh will be a Non-Assistance CalFresh (NACF) continuing program.
 - “Primary Applicant/Recipient” and “Payee” must be determined whenever two families or individuals merge into one household.
-

Continued on next page

Merging/Splitting CalFresh Households, Continued

Primary Applicant/ Recipient and Payee chart

The following chart shows the method for choosing who will function as the Primary Applicant/Recipient and Payee in merging households:

Situation	Use
Open CalWORKs case, other household members are not receiving CalWORKs	CalWORKs payee and case number
Two separate CalWORKs cases: <ul style="list-style-type: none"> Household #1 pays the major share of housing and utilities 	Head of household #1 and case number
<ul style="list-style-type: none"> Household #1 and household #2 share equally in household expenses 	Households must decide who will be head of household. Journal decision in case record.

Household type The chart below defines CalFresh case types. Specific provisions apply to **Public Assistance Categorical Eligibility (PACE)** households in the eligibility and benefit determination (see "PACE" section).

PA		NA	
PACE	PA Non-CE	NA Pure	NA Mixed
<p>All CalFresh household members are authorized to receive CalWORKs. Includes households in which a member is excluded from the CalFresh household due to:</p> <ul style="list-style-type: none"> Receipt of Supplemental Security Income/State Supplementary Payment (SSI/SSP) Ineligible noncitizen status Social Security Number (SSN) disqualified Ineligible student CalFresh work requirements sanction or voluntary quit sanction 	<p>All CalFresh household members are eligible to receive CalWORKs, but at least one CalFresh household member is not receiving CalFresh benefits due to:</p> <ul style="list-style-type: none"> CalFresh Intentional Program Violation (IPV) Ineligible fleeing felon or probation/parole violator status 	<p>All CalFresh household members receive CalFresh only</p>	<p>Some, but not all, CalFresh household members are authorized to receive CalWORKs, but at least one member of the CalFresh household is:</p> <ul style="list-style-type: none"> Not receiving cash aid for a reason other than disqualification, Receiving California Food Assistance Program (CFAP) benefits, or Receiving Refugee benefits

Note: Individuals receiving California Assistance Program for Immigrants (CAPI) payments are not categorically eligible (CE). CAPI is not **Temporary Assistance for Needy Families (TANF)** funded nor is it part of the state's Maintenance of Effort (MOE).

Public Assistance Categorical Eligibility (PACE)

PACE: Status A household is considered a Public Assistance Categorical Eligibility (PACE) case when all CalFresh eligible members are authorized to receive CalWORKs.

This includes households:

- In which a member is excluded from the household due to:
 - Receipt of Supplemental Security Income/State Supplementary Payment (SSI/SSP)
 - Ineligible noncitizen status
 - Social Security Number (SSN) disqualified
 - Ineligible student
 - CalFresh work requirements sanction or voluntary quit sanction
- Whose Public Assistance (PA) cash benefits have been approved but not yet issued
- Whose cash overpayment adjustment results in zero PA benefits issued
- With three or more members entitled to zero CalFresh benefits.

This does not include households containing members who are:

- Disqualified due to Intentional Program Violation (IPV),
 - Ineligible fleeing felon or probation/parole violators, or
 - California Food Assistance Program (CFAP) or refugee recipients.
-

PACE: Treatment A household which has been determined PACE is:

- Considered eligible for CalFresh because of their PA recipient status.
 - Not subject to certain CalFresh eligibility and verification requirements because all household members receive or are entitled to receive CalWORKs and have already met these requirements for CalWORKs.
-

PACE: Verification requirements If a case is designated as PACE, they have already met certain verification requirements due to their CalWORKs eligibility. Therefore, no further verification is required for:

- Resources
 - SSN
 - San Bernardino County residence
 - Sponsored noncitizen information
 - Gross and net income limits
-

PACE: Income limits PACE households are not subject to net and gross income limits, as the household has met eligibility for CalWORKs.

Continued on next page

Public Assistance Categorical Eligibility, Continued

PACE: Work sanctions

Use the following chart to determine how CalWORKs and CalFresh work requirement sanctions affect the household's Categorical Eligibility (CE) status:

If CalFresh household member is Welfare-to-Work (WTW) sanctioned...	Then the CalFresh household...	Because...
But remains CalFresh eligible *(a child under age six is in the home)	loses CE status	One of the CalFresh eligible members is no longer receiving CalWORKs (not all CalFresh eligible members receive CalWORKs).
And is CalFresh disqualified	CE status is not affected	The person who is no longer receiving CalWORKs is also no longer CalFresh eligible (all CalFresh eligible members still receive CalWORKs).

Residents of Institutions

Eligible institutions

As a general rule residents of institutions are not eligible to CalFresh. An exception to this rule is when the institution meets the definition of an "eligible institution". Eligible institutions include:

- Federally subsidized housing for the elderly
- Alcohol/drug treatment facilities
- Group living arrangements for blind or disabled individuals
- Shelters for battered women and children
- Temporary shelters for the homeless

Note: Homeless mental health patients receive food and lodging through the Mental Health Department.

Non-eligible institutions

Institutions providing a majority of the resident's meals as part of their program are considered non-eligible institutions and are not eligible to CalFresh benefits. These include:

- Single military personnel, living on a military base and receiving food/lodging from the military
- College dormitory residents who receive room and board
- Jail, prison, and juvenile hall
- Nursing homes, hospitals, and mental institutions

Note: If the customer is hospitalized and planning to return home, this may be considered a temporary absence (See the "Persons in Special Circumstances: Temporary Absence" of this chapter for more information).

Residents of eligible institutions

Certain rules apply to residents of eligible treatment facilities. They:

- May be entitled to Expedited Service (ES),
- Must use the facility's designated Authorized Representative (AR) during the initial phase of the treatment program,
- Are entitled to receive individual Notices of Action (NOAs) for approval, change, expiration of benefits, etc.,
- Are certified for a period of not more than twelve (12) months, and
- Must have their eligibility determined as one person households unless their children live with them at the facility (See Household concept chart in this chapter).

Residents of eligible institutions

The table below shows the CalFresh household determination when the family resides with the patient at the treatment facility, and family members are not receiving treatment at that facility:

If residents are...	And meals are purchased and prepared by the...	Then they are...
Children of the patient,	Institution,	One CalFresh household with parent.
Spouse/family members other than children of the patient,	Institution,	Not eligible to participate in CalFresh program.
Spouse/children of the patient,	Spouse/children,	Evaluated for CalFresh eligibility.

Summary of Eligible Institutions

Eligible institution treatment chart

Use the following chart to determine how to treat households residing in eligible institutions:

Institution	Resident is a separate CalFresh household	Resident must be able to purchase/prepare own meals	Benefits may be co-mingled to buy food for all CalFresh recipients	Facility must have license	Notes
Homeless Shelter	Yes	No	Yes	No	
Residential Alcohol /Drug Treatment Center	Yes	No	Yes	Yes	1, 3
Shelter for Battered Women/Children	Yes	No	Yes	No	2
Federally Subsidized Housing for the Elderly	Yes	No	Yes	No	
Group Home for Blind/Disabled	Yes	No	Yes	No	3

Notes:

1. The household composition for a family in an alcohol/drug treatment facility would be one parent and his/her child. The spouse must be a separate household.
2. The household composition of a woman in a shelter for battered women/children would be the woman and her child(ren). It may be that CalFresh will be given as dual participation (in the former home of the batterer and in the shelter) while the EW terminates persons/case associated with the batterer. The income, resources and deductions available to the battered women/children on date of application are to be used in the eligibility and benefit determination.
3. The group home or treatment facility must provide the Transitional Assistance Department (TAD) with a bi-weekly list of all currently participating residents.

Alcohol /Drug Treatment Facilities

Certification requirements

In order to be eligible to receive CalFresh, alcohol and/or drug residential treatment facilities and/or programs are required to:

- Be certified by the San Bernardino County Department of Behavioral Health (DBH), or
 - Be licensed by the State of California Department of Alcohol and Drug Programs, and
 - Provide a copy of the State license to the Transitional Assistance Department (TAD) Eligibility Worker (EW), which is kept on file in the district office.
-

Interaction with the Transitional Assistance Department (TAD) office

Alcohol and/or drug residential treatment facilities shall:

- Provide the TAD office with a bi-weekly list of current residents.
 - Notify the TAD office of changes affecting resident participation such as:
 - Income,
 - Resources,
 - Drug convictions, or
 - Fleeing felon status.
-

Facility responsibilities

Alcohol and/or drug residential treatment facilities will be:

- Responsible for any Intentional Program Violations (IPV) knowingly committed by the CalFresh household or the facility's Authorized Representative (AR).
- Penalized or disqualified for any misuse of the program. Non-cooperation regarding CalFresh regulations may cause denial or discontinuance of CalFresh for all treatment center residents.

If the residential treatment center is authorized by Food and Nutrition Service (FNS) as a retailer, the center shall:

- Designate an AR to apply and interact on behalf of each resident with the TAD office.
 - Swipe the Electronic Benefit Transfer (EBT) card of each CalFresh recipient twice a month, on the day of benefit issuance and on the 16th of the month. With each swipe of the EBT card half of the month's benefits will be taken. This will prevent the refunding of one half the month's benefits if the customer leaves the facility prior to the 16th.
-

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Alcohol /Drug Treatment Facilities, Continued

Certified retail stores

Residential treatment facilities may be certified as retail stores. The facility generally purchases its food supplies from wholesalers. The treatment facility accepts CalFresh benefits in payment for purchase and preparing meals for CalFresh recipients. Most facilities are equipped with an EBT Point of Sale (POS) terminal.

Note: Prior to certification, the State Department of Alcohol and Drug Programs must verify that the treatment facility is authorized by FNS as a retailer in accordance with the Public Health Service Act, 42 U.S.C. 300x.

Transitional Assistance Department (TAD) Responsibilities

Rules of interaction with treatment centers

It is the responsibility of the Eligibility Worker (EW) assigned to the Alcohol and Drug cases to:

- Annually give or send each treatment facility a TAD 377.6, "State CalFresh Policies for Drug & Alcohol Treatment Centers" (See the Forms and Procedures (F&P) for the TAD 377.6 for further instructions).
- Maintain a copy of the treatment facility's current license within the District office,
 - Do not image the license into the case record
 - Set a calendar control for expiration month to obtain current license.
- Maintain the case by including the expiration date of the treatment facility's license in the **Journal**.
- Match the bi-weekly list of current residents sent by the treatment facility against county records.
 - Any discrepancies between the facility's list of current residents and TAD open case records shall be clarified in the **Journal**.
- Clarify with the treatment facility that:
 - Failure to provide a list of residents is a failure to comply and may make the facility's residents ineligible in the future.
 - A Semi-Annual Eligibility Report (SAR) is required for each resident.
- Conduct quarterly on-site visits to each treatment facility receiving CalFresh benefits to:
 - Discuss any changes and/or problems between the EW and the facility with a view to mutually solving any reporting problems or lack of communication perceived by the facility.
 - Do a cursory review of the facility to determine that CalFresh benefits are being spent in establishments that sell food.
 - Determine that, if the facility has residents who are not receiving CalFresh, the facility is receiving separate funding for those residents.
 - Review CalFresh rules with the facility representative to determine that facility management is familiar with current regulations.

Inappropriate actions by facilities.

The EW is not required to complete any financial auditing of the facility's records; only a cursory inspection is done. Both the State and the County Alcohol and Drug program administrators audit the financial records. The EW will not ask to see receipts for spending. If inappropriate actions are observed while on-site, the EW will contact the Program Integrity Department (PID) for further follow-up on the facility. Inappropriate actions could include:

- Using EBT funds to pay for treatment facility repairs or paying wages,
 - Over/under reporting of residents, or
 - No private funds for residents not receiving CalFresh.
-

Licensed Residential Facilities and/or Certified Alcohol and Drug Programs

Licensed facilities

This section contains lists of facilities and programs licensed by the State of California Department of Alcohol and Drug Program and/or alcohol and drug programs certified by San Bernardino County Department of Behavioral Health (DBH). Facilities/programs are listed for the following regions:

- West Valley,
- Central Valley, and
- Desert.

Note: The lists in this section may not be complete; if a facility/program states they are licensed and they do not appear on one of the lists, contact the Program Development Division (PDD) for confirmation.

West Valley region

The following facilities and/or programs are located in the West Valley region of San Bernardino County.

Facility/Program	Facility/Program
Ontario	
Bilingual Family Counseling Service, Inc 317 West F St. Ontario, CA 91762 (909) 986-7111	Ontario Community Counseling 1647 East Holt Blvd. Ontario, CA 91761 (909) 933-6341
Ontario Clinic 125 W. F St. Ontario, CA 91762 (909) 986-4550	Reach Out West End, Inc. 1126 W. Foothill Blvd., Suite 150 Upland, CA 91786 (909) 982-8641
Rancho Cucamonga	
Group Home Support Services 9637 Arrow Route Highway, Bldg 4 Suite A Rancho Cucamonga, CA 91730 (909) 945-2555	Matrix Institute on Addictions 11777 Sebastian Way, Suites 102 A & B Rancho Cucamonga, CA 91730 (909) 989-9724
Upland	
His House* 239 West 9 th St. Upland, CA 91786 (909) 981-6121	Women's and Men's Residential Services * 1260 Arrow Highway, Bldg C Upland, CA 91786 (909) 932-1069
Recovery Center 934 N Mountain Ave, Suites A & B and 916 N Mountain Ave, Suite A Upland, CA 91786 (909) 949-4667	

Note: *Residential care facilities

Continued on next page

Licensed Residential Facilities and/or Certified Alcohol and Drug Programs, Continued

Central Valley region

The following facilities and/or programs are located in the Central Valley region of San Bernardino County.

Facility/Program	Facility/Program
Bloomington	
Cedar House Life Change Center 18612 Santa Ana Ave. Bloomington, CA 92316 (909) 421-7120	Cedar House Life Change Center* 10888 Maple Ave. Bloomington, CA 92316 (909) 873-0478
Colton	
A & D Services Incorporated 582 West Valley Blvd, Suite 12 Colton, CA 92324 (909) 434-5512	Fontana Center for Change 1076 Santo Antonio Rd., Suites B & D Colton, CA 92324 (909) 433-9824
Central Valley Regional Recovery Center 1076 Santo Antonio Ave., Suites B, C & D Colton, Ca 92324 (909) 433-9824	His House* 23950 Prado Ln. Colton, CA 92324 (909) 981-6121
Colton Clinical Services 2275 E. Cooley Dr. Colton, CA 92324 (909) 370-1777	STAR 1330 E. Cooley Dr. Colton, CA 92324 (909) 423-0750
Fontana	
Fontana Center for Change 7965 Sierra Ave, Suite L Fontana, CA 92336 (909) 357-4585	Merrill Community Services 8627 Wheeler Ave Fontana, CA 92335 (909) 823-0609
Fontana Regional Recovery Center 7993 Sierra Ave, Suites L & K Fontana, CA 92336 (909) 822-8720	
Grand Terrace	
DAP Recovery Home* 11810 Kingston St. Grand Terrace, CA 92313 (909) 783-1094	
Mountain Areas	
Above It All Alcohol & Drug Treatment Center* 27482 Northbay Rd Lake Arrowhead, CA 92352 (800) 307-8939	Morongo Basin Mental Health Services Association, Inc. 41945 Big Bear Blvd., Suite 208 Big Bear Lake, Ca 92315 (909) 878-0101
Lake Arrowhead Treatment Center* 975 Nadelhorn St. Lake Arrowhead, CA 92352 (909) 336-4442	Pine Ridge Treatment Center* 2727 Highland Dr. Running Springs, CA 92382 (909) 867-7028
Lake Arrowhead Treatment Center II* 832 State Highway 173 Lake Arrowhead, CA 92352 (310) 753-6866	Rim Family Services 28545 Highway 18 Skyforest, CA 92385 (909) 336-1800
Lake Gregory Treatment Center* 373 Emerald Dr. Lake Arrowhead, CA 92352 (310) 753-6866	Serenity Lodge* 27573 B, Bay Rd or 27604 W. Shore Rd. Lake Arrowhead, CA 92352 (800) 480-8791

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Licensed Residential Facilities and/or Certified Alcohol and Drug Programs, Continued

Central Valley region (continued)

Facility/Program	Facility/Program
Redlands	
Redlands Center for Change 802 West Colton Ave., Ste. C Redlands, CA 92374 (858) 573-2600	Merito House Residential Treatment for Men* 911 N. Church St. Redlands, CA 92373 (909) 886-6678
Rialto	
Rialto Behavioral & Addiction Treatment Services (RBATS) 850 E. Foothill Blvd. Suite A Sections A-F Rialto, CA 92376 (909) 421-9465	
San Bernardino	
Alcohol and Drug Outpatient Treatment 1455 E. Third St. San Bernardino, CA 92408 (909) 382-7130	Pine Ridge Treatment Centers, Inc. 1881 Commercenter East, Suite 220 San Bernardino, CA 92408 (909) 890-0294
Casa De San Bernardino-ODF Program 735 N. D St. San Bernardino, CA 92401 (909) 381-5507	Pride 1874 Business Center Dr., Suite B San Bernardino, CA 92401 (858) 573-2600
Eleventh Street "B" House* 349 11 th St. San Bernardino, CA 92410 (909) 381-3774	Reading House I* 1103 N. D St. San Bernardino, CA 92410 (909) 888-6956
Gibson Women's Phase II House* 1139 N. D St. San Bernardino, CA 92410 (909) 888-6956	Reading House II* 1107 N. D St. San Bernardino, CA 92410 (909) 888-6956
Gibson House for Men* 1100 N. D St. San Bernardino, CA 92410 (909) 381-3774	Rearick I House* 384 11 th St. San Bernardino, CA 92410 (909) 888-6956
Gibson House Recovery Center for Women* 1135 N. D St. San Bernardino, CA 92410 (909) 888-6956	Rearick II House* 382 11 th St. San Bernardino, CA 92410 (909) 888-6956
Gopec Behavioral Center 363 W. 6 th St. San Bernardino, CA 92401 (909) 889-0300	Rialto House* 921 Rialto Ave. San Bernardino, CA 92410 (909) 381-3774
Harris House* 907 W. Rialto Ave. San Bernardino, CA 92410 (909) 381-4053	Riverside-San Bernardino County Indian Health, Inc. 2210 E. Highland Ave., Suite 107 San Bernardino, CA 92404 (951) 864-1097
Hase & Assoc Systems, Inc (HASI) 353 W. Sixth St. San Bernardino, CA 92401 (909) 888-0149	San Bernardino Center For Change 1874 Business Center Dr., Suite A San Bernardino, CA 92408 (909) 386-0523
Inland Behavioral & Health Services Inc 1963 N. E St. San Bernardino, CA 92405 (909) 881-6146	Stoddard House II* 1087 N. Stoddard St. San Bernardino, CA 92410 (909) 381-3774

Continued on next page

Licensed Residential Facilities and/or Certified Alcohol and Drug Programs, Continued

Central Valley region (continued)

Facility/Program	Facility/Program
San Bernardino, continued	
Inland Valley Recovery Services 939 N. D St. San Bernardino, CA 92410 (909) 889-6519	Time For Change Foundation 1255 E. Highland Ave., Suite 211 San Bernardino, CA 92404 (909) 886-2994
IVR's New House* 840, 850, and 856 N. Arrowhead Ave. San Bernardino, CA 92405 (909) 381-1426	Women's R-4 Phase II/B House* 1149 N. D St. San Bernardino, CA 92410 (909) 888-6956
Men & Men w/ Children Recovery Program 939 N D St. San Bernardino, CA 92410 (909) 881-0390	Women w/ Children & Pregnant Women* 939 N D St. San Bernardino, CA 92410 (909) 881-0390
Merito House Residential Treatment for Men 5789 Merito Ave. San Bernardino, CA 92404 (909) 795-3385	

*Residential care facilities

Continued on next page

Licensed Residential Facilities and/or Certified Alcohol and Drug Programs, Continued

Desert region

The following facilities and/or programs are located in the Desert areas of San Bernardino County.

Facility/Program	Facility/Program
Adelanto	
House of Hope* 11625 Cornell St. Adelanto, CA 92301 (760) 403-3531	
Apple Valley	
S.T.E.P.S. Ultimate Solutions, Inc. 18031 US Highway 18, Suite F Apple Valley, CA 92307 (760) 242-1300	
Barstow	
Morongo Basin Mental Health Services 225 Barstow Rd. Barstow, CA 92311 (760) 255-1083	San Bernardino County – Barstow ADS 805 E. Mountain View St. Barstow, CA 92311 (760) 256-5026
Morongo Basin Mental Health Services* 234, 236, 236 ½, 300, 304 & 308 E. Fredericks Ave. Barstow, CA 92311 (760) 256-7313	
Hesperia	
Hesperia Clinic 11959 Mariposa Rd. Hesperia, CA 92345 (760) 956-2462	
Joshua Tree	
Joshua Tree Drug Court 61607 29 Palms Highway, Suites C & D Joshua Tree, CA 92252 (760) 366-8641	Panorama Ranch* 65675 Sullivan Rd. Joshua Tree, CA 92252 (760) 366-9100
Lucerne Valley	
Pine Ridge Treatment Centers, Inc* 9401 Crystal Creek Rd. Lucerne Valley, CA 92356 (760) 248-9199	
Needles	
Needles Center for Change 300 H St. Needles, CA 92363 (858) 573-2600	

Continued on next page

Licensed Residential Facilities and/or Certified Alcohol and Drug Programs, Continued

Desert region (continued)

Facility/Program	Facility/Program
Victorville	
High Desert Child Adolescent & Family Services Center 16248 Victor St. Victorville, CA 92392 (760) 243-7151	St. John of God Health Care Services 15534 6 th St. Victorville, CA 92392 (760) 241-4917
Pine Ridge Treatment Centers, Inc. 15367 Bonanza Rd., #A Victorville, CA 92392 (760) 955-1012	Stepping Stones to Recovery 16245 Desert Knoll Dr. Victorville, Ca 92392 (760) 245-1997
St. John of God Health Care Services* 13333 Palmdale Rd. Victorville, CA 92392 (760) 241-4917	Victor Valley Center for Change 15770 Mojave Dr., Suites K & L Victorville, CA 92311 (858) 573-2600
Yucca Valley	
Panorama Ranch 58945 Suite J & P/58923 Suite A & B Business Center Dr. Yucca Valley, CA 92284 (760) 365-3022	Rockin' Recovery Center 58923 Business Center Dr., Suite J Yucca Valley, CA 92284 (760) 228-3241

*Residential care facilities

Sober Living facilities

Sober Living facilities do not require State licensing or County certification. Not all sober living facilities provide treatment and services. Those that do not provide these services do not require State/County licenses/certifications. Eligibility is determined based on the CalFresh households living situation. (See "Household Concept chart" in this chapter.)

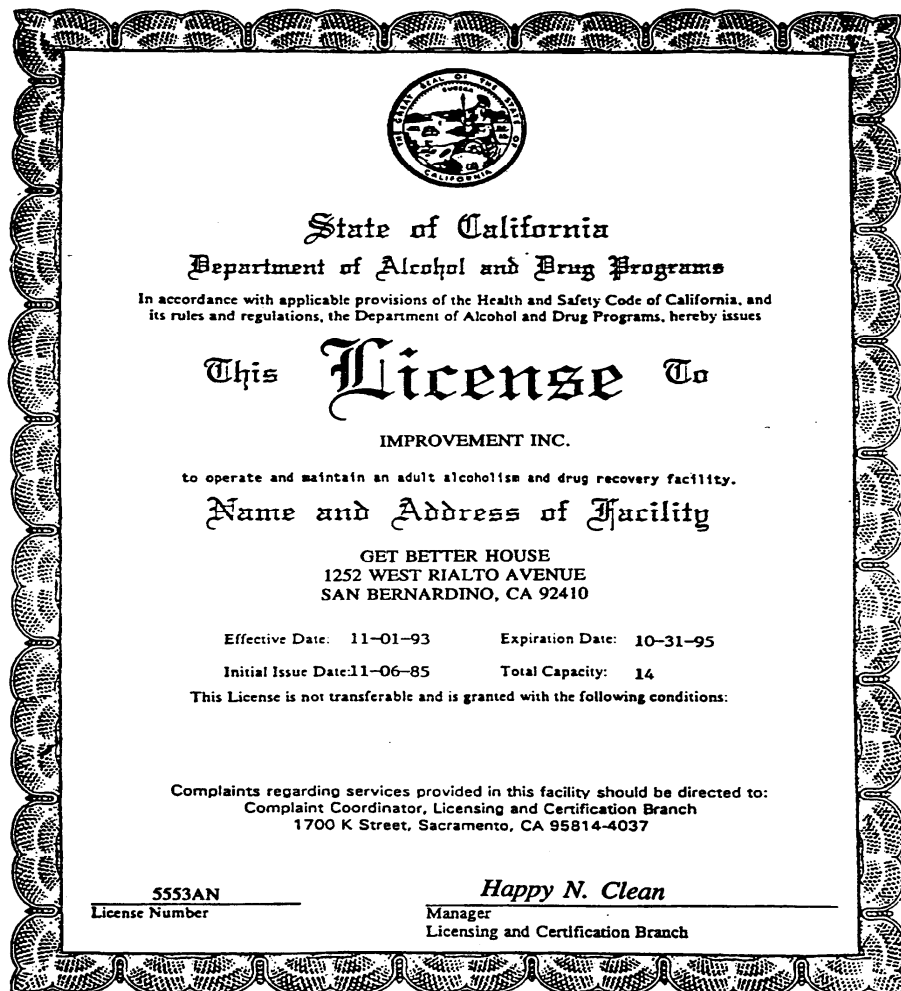
State Issued License

State Issued licenses

Residential facilities that provide one or more of the following services to adults **must** be licensed by the State of California Department of Alcohol and Drug Programs:

- Detoxification,
- Group sessions,
- Individual sessions,
- Educational sessions,
- Recovery planning, or
- Treatment planning.

Facilities and/or programs can apply for licensing at www.adp.ca.gov. Below is a sample of a State of California license.



Request to Receive CalFresh

San Bernardino County certification

Residential facilities and/or programs may be certified by the San Bernardino County Department of Behavioral Health (DBH). Residential facilities with only a certification by DBH are not eligible to the CalFresh program. The facility must be certified by the State.

Facilities/programs can apply for certification by contacting:
San Bernardino County Department of Behavioral Health
Alcohol and Drug Services Administration
850 E. Foothill Blvd.
Rialto, CA 92376
(909) 421-4601

The following is a copy of the ADP 170 (4/96), Request to Receive Food Stamps that the facility/program completes for certification. Maintaining a copy of the facility/program's current certification is not required.

Verification for CalFresh Eligibility

(Certification for CalFresh)

APPLICANT COMPLETES THIS PART	
(SEPARATE FACILITIES WITHIN THE SAME ORGANIZATION MUST APPLY SEPARATELY)	
CORPORATION:	DIRECTOR'S NAME:
PROVIDER:	
ADDRESS OF FACILITY:	License Number (if applicable)
MAILING ADDRESS:	
Number of residents for whom federally donated food is currently received: _____	
Maximum number of residents at any time: _____	
I am requesting approval to receive food stamps on behalf of the residential program that is providing "treatment that can lead to the rehabilitation of drug addicts or alcoholics". I am an employee of the nonprofit organization that is administering the "treatment and rehabilitation program". <i>I am attaching a description of our program and services.</i> (If your program is currently certified by the Department of Alcohol and Drug Programs, the description of the program and services need not be attached).	
(Signature of applicant) _____ Date: _____	
(Applicant's address) _____	
_____ Phone: () _____	
COUNTY ALCOHOL OR DRUG PROGRAM COORDINATOR COMPLETES THIS PART	
I, or my designee, have visited the above facility and hereby certify that it is (or is within) a nonprofit organization providing treatment that can lead to the rehabilitation of drug addicts or alcoholics; <i>that the facility is included in the inventory section of our County Alcohol or Drug Plan (or a plan amendment is attached)</i> ; and that the facility is licensed, or if not, demonstrates responsible fiscal management and substantially conforms to fire, health and safety codes	
_____ County _____ Date _____	
Alcohol or Drug Program Coordinator	
Should the facility cease to meet the above requirements, the County Alcohol or Drug Program Coordinator must immediately inform the State Department of Alcohol and Drug Programs, in writing. The Department will notify the Food and Nutrition Service that the food stamp certification is withdrawn.	

CalFresh POLICY HANDBOOK

CHAPTER 3

Student Criteria

Table of Contents

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Student Financial Aid	3-6

INTERIM INSTRUCTION NOTICE #15-051**SEPTEMBER 30, 2015****SUBJECT:** CalFresh Student Eligibility – New Exemptions**DISTRIBUTION:** CalFresh**FILE:** CalFresh Policy Handbook
(CFPHB) In front of Chapter 3 –
Student Criteria**REFERENCE:** All County Letter (ACL)
#15-70**OBSOLETE:** When added to the CFPHB**Overview**

Assembly Bill (AB) 1930 mandates that the California Department of Social Services (CDSS) in consultation with representatives of the various California College Systems establish a protocol to identify and verify all potential exemptions to the CalFresh student eligibility rules.

In accordance with this mandate, two educational programs have been identified as qualifying as exemptions to the student eligibility rules. Students participating in these programs are exempt from the student eligibility rules and shall be considered eligible for CalFresh if all other conditions of eligibility are satisfied.

Effective date

The effective date of these changes is 10/1/2015.

**Identified
educational
programs**

Students who participate in the following two educational programs qualify for CalFresh, if all other conditions of eligibility are satisfied:

- Workforce Innovation and Opportunity Act (WIOA)
- Extended Opportunity Program and Services (EOPS)

**Other
qualifying
programs**

As CDSS, with the assistance of representatives of the state college systems, identifies other educational programs that meet the student exemption criteria, additional programs will be added to the list of qualifying exemptions.

Continued on next page

INTERIM INSTRUCTION NOTICE #15-051, Continued

WIOA The WIOA offers a comprehensive range of workforce development activities through statewide and local organizations. The purpose of the activities is to promote an increase in the employment, job retention, earnings and occupational skills of participants.

EOPS EOPS assists eligible low-income and educationally disadvantaged students to achieve academic success by offering support services to enhance retention, graduation and transfer goals.

Proof of enrollment Students who provide proof of enrollment in either WIOA or EOPS are eligible for CalFresh if all other conditions of eligibility are satisfied.

Entering information into C-IV C-IV is currently working on a System Change Request (SCR) to implement this change. Until C-IV has updated the system, EWs will complete the following process to issue CalFresh benefits to students eligible under this new policy:

Step	Action
1	<ul style="list-style-type: none">• Add a School Attendance Detail record. (If not already added)• On the School Attendance Detail page select College/Higher Education from the School Attendance Type drop-down box.
2	<ul style="list-style-type: none">• Select “Yes” from the Title IV Funded JOBS Program drop-down box. <p>Note: Selecting “Yes” will allow eligibility to a CalFresh Student who would otherwise be found ineligible to CalFresh benefits.</p>
3	Complete remaining applicable data collection pages.
4	Run EDBC for the CalFresh program for 10/01/2015 through the come up month.
5	Add an applicable Journal entry.
6	Add a case flag (See next block).

Flag The following Flag must be entered into C-IV for cases using this exemption:

- CalFresh Student Exemption

Continued on next page

INTERIM INSTRUCTION NOTICE #15-051, Continued

Student eligibility reporting requirements

Eligibility Workers (EWs) are reminded of the following reporting requirements:

- Student status is not required to be reported on the SAR 7 Eligibility Status Report (SAR 7), but is required to be reported at Recertification (RC).
- Although non-participation is not required to be reported during the Semi-Annual Reporting (SAR) period, if the EW receives verification from the household of non-participation in a program that provided an exemption from the student eligibility rules, the report is considered Verified Upon Receipt (VUR) and mid-period action must be taken.

Questions

District Managers (DMs) with questions regarding the information contained in this Interim Instruction Notice (IIN) may contact Maria Contreras, Program Specialist (PS) II, at (909) 383-9704 or via e-mail at contrerasm@hss.sbcounty.gov.

Student Status/Eligibility

Introduction

Student status and eligibility must be evaluated and documented in the CalFresh case record when reported and at application and Recertification (RC) to identify household members who have student status.

- Students are usually ineligible to CalFresh. Certain criteria may make them eligible.
- Ineligible students are treated as non-household members; therefore, the student's income and resources are disregarded.
- Regardless of having been continually attending school prior to the determination of student status, if a student states he/she does not intend to register for an upcoming term at least half-time, Eligibility Workers (EWs) may not assume the student will in fact be attending school and determine him/her to be ineligible.

Reference

The following references are applicable to the information in this chapter:

- MPP 63-406
- MPP 63-502.14
- MPP 63-502.2
- MPP 63-507

Student definition

Students are defined as person(s) enrolled:

- At least half-time, as defined by the individual school (generally 12 semester units or eight quarter units are considered full-time).
 - Enrollment status begins on the first day of the school term and continues through normal periods of class attendance, vacation and recess, until the student graduates, is suspended or drops out.
- In an institution of higher education including a business, technical, trade, or vocational school that normally requires a high school diploma or equivalency certificate for enrollment in the curriculum.
- In a regular curriculum at a college or university that offers degree programs, regardless of whether a high school diploma is required.

Student regulations apply to persons	<ul style="list-style-type: none">• 18 - 49 years of age• Not incapacitated• Enrolled at least half-time in an institution of higher education
Not subject to student criteria	<ul style="list-style-type: none">• Under age 18 or over 49• Mentally or physically unfit (verification of incapacity is required only when questionable)• Attending high school• Enrolled only in non-credit college courses or in community service courses• Participating in on-the-job (OJT) programs• Enrolled less than half-time

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Student Status/Eligibility, Continued

Student eligibility determination

In order to be eligible, a student must be meeting one of the student eligibility criteria (see “Student eligibility criteria” block) as follows:

- Intake: On the date of the application interview.
- Intake – Add person action: On the date of the household’s request to add the person.
- Continuing – Add Person action: On the date of the household’s request to add the person.
- Continuing – When the household reports that a household member is a student:
 - On the SAR 7: EW will evaluate student eligibility on the last date of the SAR 7 Submit Month.
 - Mid-period by a Semi-Annual Reporting (SAR) household: EW will evaluate student eligibility on the date of report and treat the change as a voluntary mid-period report.
 - As a change report (for Change Reporting (CR) households): EW will evaluate student eligibility on the date of report.
- Continuing – At RC.

Note: Reporting a change in student status is not a mandatory mid-period report. See Chapter 9 - Reporting for more information.

Student eligibility criteria

Students are eligible to participate in CalFresh if one of the criteria in the chart below is met.

Criteria	Requirements	Verification
Employed an average of 20 hours per week or 80 hours per month with pay	<ul style="list-style-type: none"> • Average of 20 hours per week or 80 hours per month minimum and receive gross weekly earnings at least equal to the federal minimum hourly wage. • Payment may be in wages or in-kind, i.e., free housing for work. • Self-employment or in-kind wages must yield gross weekly earnings at least equal to the federal minimum hourly wage times 20 hours. <p>Example: A student applies on November 15th, is interviewed and states he will begin employment on November 28th. The student is ineligible on November 15th, but would be eligible when employment begins on November 28th. Effective date of aid for student is 11/28.</p>	SAR 7 with pay stubs/self-employment statement. If questionable, verify with employer.
Approved for college work study (eligible even if not yet assigned to a position but anticipates assignment during the term)	<ul style="list-style-type: none"> • Be approved for state or federally financed work study at time of application, change or RC. <ul style="list-style-type: none"> – If the student is unsure if he/she is approved for work study, then verification must be requested. • Anticipate working during the term. • Must be participating in work study during breaks longer than a month. <p>Note: This exemption will begin with the month in which the school term starts or the month work study is approved. The exemption shall continue until the end of the school term, or until it becomes known that the student refused a work assignment.</p>	<ul style="list-style-type: none"> • SAR 7 with pay stubs, • VER 106 C-IV form, • Award letter, or • Statement from school

Continued on next page

Student Status / Eligibility, Continued

Student eligibility criteria (continued)

Criteria	Requirements	Verification
Parental control child under 6	<ul style="list-style-type: none"> Student exerting parental control over a child under 6 may participate, if otherwise eligible. If two parents are in the home, only one can be considered as exerting parental control. 	Case record
Parental control and adequate child-care not available, child 6-11	<ul style="list-style-type: none"> Student exerting parental control over a dependent household member age 6-11 for whom adequate child-care is not available may participate, if otherwise eligible. Only one student parent/caretaker may use this condition. See "Adequate child-care" block in this handbook section. 	CalFresh household's statement. If questionable, worker judgment must be used regarding accessibility, convenience, and appropriateness.
Recipient of CalWORKs	<p>Open CalWORKs case.</p> <p>Note: When a customer times out of CalWORKs he/she must then meet a different eligible CalFresh student criteria, because he/she is no longer considered a recipient of CalWORKs.</p>	Case record
Assigned to an institution of higher learning	<p>Assignment by:</p> <ul style="list-style-type: none"> Workforce Investment Act (WIA) CalFresh Employment and Training Welfare-to-Work (WTW) EDD/Dept. of Rehab (Programs under Sec. 236 of the 1974 Trade Act) Other state and local employment and training programs 	CalFresh household's statement. If questionable, contact school or assigning agency.
Single parent	<ul style="list-style-type: none"> Enrolled as a full-time student, Residing with, <u>and</u> Responsible for dependent child under 12. <p>Note: A single parent is the only parent (natural, adoptive, or step) living in the home (not an unmarried parent with the other parent in home).</p>	Case record

Student Status / Eligibility, Continued

Adequate child-care

The chart below shows the conditions for determining availability of adequate child-care.

Conditions	Availability
Accessibility	If a child-care facility is not located in an area readily accessible both to child's school and home, it is considered unavailable.
Convenience	If the hours of available child-care conflict with the student's school schedule, the child-care is considered unavailable.
Appropriateness	Child-care is considered unavailable if the facility in an accessible area does not accept a child because of age or special needs as identified by the child's school or the person exerting parental control.

Verification of student status

The customer's statement on the Statement of Facts or to the EW is verification to determine a student's eligibility to the CalFresh program. If the customer states the student is enrolled in school but the student does not meet any of the eligibility requirements, the student must be deemed ineligible to CalFresh.

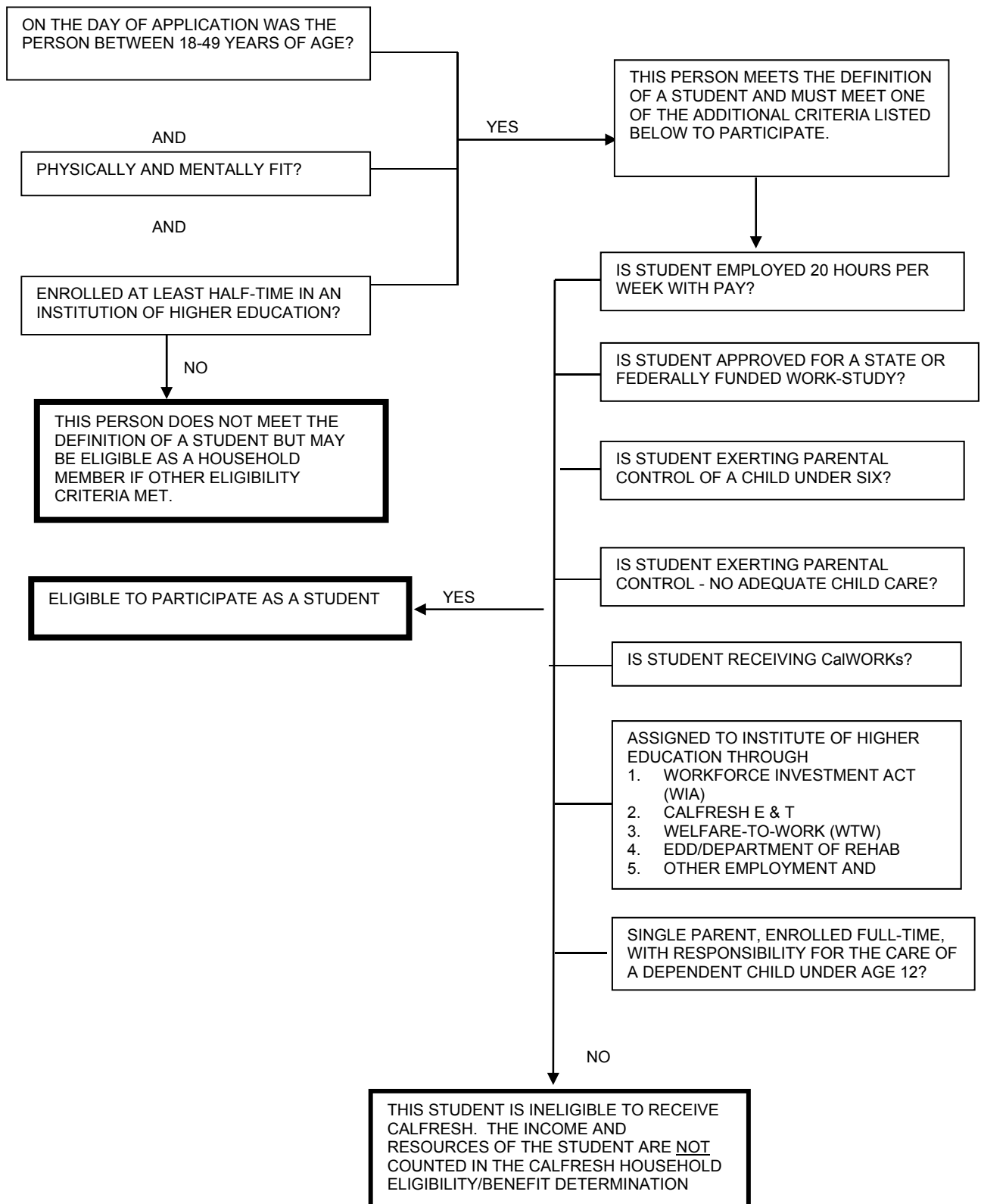
VER 106

The School Attendance and Expense Verification form (VER 106) is used to request financial information for college/vocational school students. The VER 106 is not required when the student:

- States that he/she is not receiving financial aid, unless questionable, or
 - Is ineligible to CalFresh due to not meeting student eligibility criteria.
-

STUDENT ELIGIBILITY FLOW CHART

63-406



Student Financial Aid

Introduction	This section describes Student Financial Aid and budgeting in the CalFresh program.
Types of student financial aid	<p>Student financial aid income is treated as:</p> <ul style="list-style-type: none">• <u>Excluded</u> when:<ul style="list-style-type: none">– Funded in any part by Federal Title IV.– The source is the Bureau of Indian Affairs.– Earmarked for any expenses other than living expenses.• <u>Unearned Income</u> when non-excluded income is remaining:<ul style="list-style-type: none">– Non-Title IV – Non-Federal student financial aid with 0% Federal Title IV funds in that particular grant or loan.– Non-Title IV – Non-Federal student financial aid earmarked for living expenses, such as food and shelter.• <u>Earned Income</u> when any non-excluded income remaining:<ul style="list-style-type: none">– College Work Study (CWS) funded entirely by Non-Federal, Non-Title IV financial aid. This includes CalWORKs work study. <p><u>Note:</u> Verification of financial aid income is required at application and Recertification (RC) for all CalFresh household members. Verification can be in the form of an Award Letter from the school of attendance or a Student Attendance and Expense Verification form (VER 106). To determine if student financial aid must be reported and/or verified with a SAR 7, refer to Chapter 8 – Income of this handbook.</p>
Budgeting financial aid	Under Semi-Annual Reporting Prospective Budgeting (SARPB), the budgeting of student financial aid involves anticipating with reasonable certainty over the certification period. See the “Budgeting student financial aid received monthly” block of this handbook section for more information on budgeting.

Continued on next page

Student Financial Aid, Continued

Allowable expenses

Allowable expenses may be deducted from non-excluded financial aid income:

- For a student attending high school, General Education Development (GED) or equivalent programs, vocational training, or an institution of post-secondary education on at least a half-time basis.
- Specified as educational expenses such as tuition, books, supplies, transportation, childcare and other miscellaneous expenses.

Note: Any expense for living, shelter or food is not an allowable expense.

Information

The student is responsible for providing the county with information to document:

- Type of financial assistance (name/source of loan, grant, scholarship, etc.).
- Amount of financial assistance.
- Educational expenses; the institution's standard student budget or actual expenses provided by the student.

Note: Victor Valley College will not complete a verification form regarding financial assistance as the student may obtain a print out of the information themselves.

Documentation

The chart below shows the type of verification, the method of verification, and the results when not verified.

Item	Verification	Failure to Provide Results In
Income	<ul style="list-style-type: none">• Award Letter• VER 106 C-IV form	Ineligibility
Expense for any non-excluded financial aid	<ul style="list-style-type: none">• Standard Student Budget• VER 106 C-IV form• Actual receipts/bills	Disallowance of expense until provided

Note: Students who have attempted to provide financial aid verification from the school but the school is uncooperative, late, or provides incomplete verification, will not be discontinued. Obtain a release of information from the customer and contact the school for the needed information.

Continued on next page

Student Financial Aid, Continued

Example

Below is an example of how student financial aid is reported, verified, and budgeted:

Customer submits a timely SAR 7 in Submit Month November, and a student reports/verifies receipt of the Extended Opportunity Program and Service Grant (EOPS) for \$1000 for school term September through June. Student fails to verify expenses. EW averages EOPS aid for months September through June and begins using \$100 per month net student financial aid for the remainder of the certification period, starting in December. This is due to reasonable certainty and averaging the EOPS over the period intended to cover.

On January 10th the student provides expense verification of \$900 for the school term. This would be considered a voluntary mid-period report, and the caseworker must determine if the reported information will result in an increase or decrease in benefits. For complete information on how to act on voluntary mid-period reports, see Budgeting and Reporting chapters.

Continued on next page

Student Financial Aid, Continued

Financial aid and allowable expenses The information below identifies student financial aid and allowable expenses. All financial aid listed in Federal Title IV Financial Aid column is excluded as income.

FEDERAL - TITLE IV FINANCIAL AID	NON-FEDERAL / NON-TITLE IV FINANCIAL AID	ALLOWABLE EXPENSES
<ul style="list-style-type: none"> Basic Educational Opportunity Grants - (Pell Grants) (BEOG) Bureau of Indian Affairs (BIA) Byrd Honors Scholarship Program Cal Grants (A, B, C) - Federal Portion is 6% Grants to State for Student Incentives Income Contingent Direct Loan Demonstration Program Perkins Loans Special Programs for Students From Disadvantaged Backgrounds Special Programs for Students Whose Families are Engaged in Migrant and Seasonal Farm Work Stafford Loans - Guaranteed Student Loan Program (GSL) (both subsidized and unsubsidized) Supplemental Loans to Students Supplemental Educational Opportunity Grants (SEOG) Federal College Work Study Programs – Including CalWORKs Work Study as 75% Federally funded Carl D. Perkins Vocational Educational Grant 	<ul style="list-style-type: none"> Special Child Care Services for Disadvantaged College Students Board of Governors Grant (BOGG) Care EOPS (Extended Opportunity Program and Service Grants) Extended Opportunity Program Work Study (EOPWS) Private Scholarships (Example: PTA, Women's Clubs, etc.) State Work Study Department of Rehabilitation Veterans Vocational Rehab Program, Chapter 31 Veterans Montgomery GI Bill, Chapter 30 Veterans Reservists Montgomery GI Bill, Chapter 31 Veterans Educational Assistance Program (VEAP) - Chapter 32, Post-Vietnam ERA* Vietnam ERA GI Bill, Chapter 106 Veterans Dependents GI Bill, Chapter 35 	<ul style="list-style-type: none"> Books Child Care (Child Care allowed in this computation will not be duplicated in the CalFresh Child Care Deduction). Miscellaneous personal expenses (other than shelter and food) Origination fees and insurance premiums on student loans Portion or all of deferred payment educational loans/grants <u>specifically earmarked</u> for educational expenses, such as travel or books (shelter and food are <u>not</u> allowable expenses) Supplies Transportation Tuition and Mandatory Fees

* Benefits under VEAP - Chapter 32 consist of two-thirds funding from Veterans Administration and one-third funding contributed by the Veteran during enlistment. Only the two-thirds funds from Veterans Administration are counted as income, the portion contributed by the Veteran is excluded income and treated as a resource.

Continued on next page

Student Financial Aid, Continued

Budgeting student financial aid received monthly

Non-excluded student financial aid (other than College Work Study) received monthly is considered unearned income, after allowable expenses are deducted. The EW will determine the unearned income by taking the following steps:

Step	Action
1	Deduct all allowable expenses each month of the period the student financial aid is intended to cover, until exhausted.
2	Count any remaining student financial aid as unearned income.

Note: Each source of student financial aid, whether excluded or non-excluded, is entered into the **Income Detail** page in C-IV separately.

Budgeting student financial aid received less often than monthly

Non-excluded student financial aid received less often than monthly, in a lump sum, must be averaged over the period of time (or school term) the aid is intended to cover. The school term must be specified on the financial aid verification.

- Aid not received at time of application is not budgeted until it can be reasonably anticipated. If reported mid-period, the aid is treated as mandatory or voluntary.
- Partial months are counted as full months

Example:

Period is September 10th through June 16th. September is month one and June is month ten. Income is averaged over ten months. This income would then be prospectively budgeted from September through June.

Computation:

- Most schools provide a standard student budget for expense verification for a nine month school year
 - The total amount of the expenses is deducted from the total award
 - Remaining income is divided by ten months (the number of calendar months in which income is provided for September through June.)
- If the school term is less than the standard student budget indicates, determine the amount of expenses. Divide the standard student budget amount by the number of months stated on budget. Multiply by the number of months student's school term really is.
- Apply the same instructions in the Step/Action chart in the "Budgeting student financial aid received monthly" block to deduct allowable expenses.

Note: If the student is no longer attending school or the funds, which were intended to cover a period of time have been spent before the time passed, the averaging of the funds will still continue.

Continued on next page

Student Financial Aid, Continued

College Work Study (CWS) income

Non-Federal or State College Work Study (CWS):

- Is earned income
- Is determined by the number of hours worked monthly. The full CWS award will only be received if the required hours are worked.
- Allow the same expenses as those used in other student financial aid programs

Calculating net non-excluded CWS

The steps involved in calculating the net income of non-excluded CWS are shown in the chart below.

Step	Action																																										
1	Determine the amount of non-Federal CWS.																																										
2	Determine the amount of allowable expenses from Standard Student Budget or other acceptable verification.																																										
3	Subtract monthly non-Federal CWS reported by the customer from the amount of total allowable expenses (this will have to be adjusted or averaged for the certification period). Note: The monthly running total shall be maintained on the TAD FS 45 Worksheet, Part D.																																										
4	<p>When total amount of allowable expenses has been deducted, the remaining CWS will be considered as earned income attributed to the CalFresh budget. Apply the earned income deduction only after all allowable educational expenses are exhausted and non-Federal CWS remains.</p> <p>Example: Maximum CWS monthly award amount</p> <table><tr><td>Based on # hours worked</td><td>=</td><td>\$ 300</td></tr><tr><td>Total allowable expenses</td><td>=</td><td>\$1,000</td></tr><tr><td>Allowable expense balance</td><td></td><td>\$1,000</td></tr><tr><td>November CWS</td><td></td><td><u>300</u></td></tr><tr><td>Balance of allowable expenses</td><td></td><td>700</td></tr><tr><td>Allowable expense balance</td><td></td><td>700</td></tr><tr><td>December CWS</td><td></td><td><u>-300</u></td></tr><tr><td>Balance of allowable expenses</td><td></td><td>400</td></tr><tr><td>Allowable expense balance</td><td></td><td>400</td></tr><tr><td>January CWS</td><td></td><td><u>-300</u></td></tr><tr><td>Balance of allowable expenses</td><td></td><td>100</td></tr><tr><td>Allowable expense balance</td><td></td><td>100</td></tr><tr><td>February CWS</td><td></td><td><u>-300</u></td></tr><tr><td>Remainder is earned income</td><td></td><td>\$200</td></tr></table> <p>Continuing CWS income is earned income to the CalFresh budget. Allow the earned income deduction in the CalFresh budget.</p>	Based on # hours worked	=	\$ 300	Total allowable expenses	=	\$1,000	Allowable expense balance		\$1,000	November CWS		<u>300</u>	Balance of allowable expenses		700	Allowable expense balance		700	December CWS		<u>-300</u>	Balance of allowable expenses		400	Allowable expense balance		400	January CWS		<u>-300</u>	Balance of allowable expenses		100	Allowable expense balance		100	February CWS		<u>-300</u>	Remainder is earned income		\$200
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Student Financial Aid, Continued

Calculating net non-excluded CWS / other financial aid

The chart below shows the steps in computing non-Federal CWS net income when the student receives other non-Federal financial aid as well.

Step	Action																								
1	Determine the amount of non-Federal CWS.																								
2	Determine the amount of expenses from the Standard Student Budget or other acceptable verification.																								
3	Allowable expenses are deducted from the other non-Federal Student Financial Aid. Any remaining allowable expenses would then be deducted from the non-Federal CWS.																								
4	<p>When the total amount of allowable expenses has been deducted, the remaining non-Federal CWS will be considered <u>earned income</u> attributed to the CalFresh budget. Apply the earned income deduction only after all allowable expenses are exhausted and any non-Federal CWS remains.</p> <p>Example:</p> <table> <tr> <td>Total allowable expense</td><td>\$2,700</td></tr> <tr> <td>Non-Excludable Financial Aid</td><td><u>-1,700</u></td></tr> <tr> <td>Balance of allowable expenses</td><td>\$1,000</td></tr> <tr> <td>Allowable Expense Balance</td><td>\$1,000</td></tr> <tr> <td>November CWS</td><td><u>-400</u></td></tr> <tr> <td>Balance of allowable expenses</td><td>600</td></tr> <tr> <td>Allowable Expense Balance</td><td>600</td></tr> <tr> <td>December CWS</td><td><u>-400</u></td></tr> <tr> <td>Balance of allowable expenses</td><td>200</td></tr> <tr> <td>Allowable Expense Balance</td><td>200</td></tr> <tr> <td>January CWS</td><td><u>-400</u></td></tr> <tr> <td>Remainder is earned income</td><td>\$200</td></tr> </table> <p>Continuing non-Federal CWS is earned income to the CalFresh budget. Apply the earned income deduction to this remaining income.</p>	Total allowable expense	\$2,700	Non-Excludable Financial Aid	<u>-1,700</u>	Balance of allowable expenses	\$1,000	Allowable Expense Balance	\$1,000	November CWS	<u>-400</u>	Balance of allowable expenses	600	Allowable Expense Balance	600	December CWS	<u>-400</u>	Balance of allowable expenses	200	Allowable Expense Balance	200	January CWS	<u>-400</u>	Remainder is earned income	\$200
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CALFRESH POLICY HANDBOOK

CHAPTER 4

Residency

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Basic Residency Requirements

Introduction	<p>This section contains information regarding the rules of residency for CalFresh eligibility.</p>
References	<p>The following references are applicable to the residency requirements:</p> <ul style="list-style-type: none">• Manual of Policies and Procedures (MPP) 63-102(h)(2)• MPP 63-300.5(e)(5)• MPP 63-401• MPP 63-504.266• MPP 63-509(c)• All County Letter (ACL) 10-01• ACL 11-22• All County Information Notice (ACIN) I-20-10
Residency Rules	<p>The following are rules of residency for CalFresh eligibility:</p> <ul style="list-style-type: none">• The household must currently reside in the county of application when applying for CalFresh.• No legal place of residence or principal home is required.• Migrant campsites, parks, cars, etc. meet the residency requirement.• The intention to remain permanently in the county is not required.• Duration of residence is not required.• Persons in the county for vacation (tourists or visitors), diplomats, and noncitizens in the county on student visas shall not be considered residents. <p>If residency requirements have been satisfied for the CalWORKs case, no further verification is required for CalFresh.</p>
Proof of residency	<p>Examples of verifications which will establish proof of residency include:</p> <ul style="list-style-type: none">• California Driver's License,• Customer's statement on the root questions in C-IV (Statement of Facts/DFA 285 A2),• Customer statement (change reported during the certification period), or• Any other credible evidence of residency.
Reporting change of residency – continuing cases	<p>Continuing CalFresh cases require that a loss of residency be reported if an address change is a mandatory report. The change in residency must be reported:</p> <ul style="list-style-type: none">• Within 10 days for:<ul style="list-style-type: none">– Change Reporting (CR) households, and– CalWORKs Assistance Units (AUs) – Any change made to the CalWORKs case must be made to CalFresh.• At SAR 7 or Recertification (RC) for Semi-Annual Reporting (SAR) households.

Continued on next page

Loss of Residency

Introduction	This section contains information regarding loss of residency for CalFresh.
Reliable information	<p>Reliable information from an acceptable source must be received before a CalFresh case can be electronically Inter-County Transferred (e-ICT'd), denied, or discontinued for loss of residency. Reliable information and acceptable sources include:</p> <ul style="list-style-type: none">• Contact from another county or state indicating a CalFresh application was received,• Contact from the Program Integrity Division (PID) Fraud or Quality Review Unit (QRU) staff,<ul style="list-style-type: none">– Includes cases that appear on the Electronic Benefit Transfer (EBT) Out-of-State Card Usage Report (reviewed by PID), which lists households that make food purchases out of state,• Eligibility Worker (EW) discovers all EBT transactions are completed out of the County or state,• Household reports a move out of county/state, or• Multiple pieces of returned mail are received.<ul style="list-style-type: none">– Further action is required; see “Returned mail” block in this handbook section. <p>Note: EWs must contact the customer before taking any action upon receipt of reliable information. See the “Resolving discrepancies” block in this handbook section for more information.</p>
Examples – Residency not lost	<p>The following examples <u>do not</u> establish a loss of residency:</p> <p>Example #1: Customer applies for CalFresh and benefits are authorized. EW reviews the EBT Card Transaction Search page and sees the customer has not accessed his/her benefits for three months. The EW should contact the customer to clarify why benefits are not being accessed.</p> <p>Example #2: A homeless customer fails to pick-up his/her mail at the Transitional Assistance Department (TAD). The EW should contact the customer to clarify why the customer is not retrieving his/her mail.</p> <p>Example #3: Customer does not report an address change. EW receives returned mail from the Post Office with no forwarding address. The EW will contact the customer to clarify the address discrepancy. See the “Returned mail” block in this handbook section for further action required.</p>
Discrepancies and Semi-Annual Reporting (SAR) households	<p>Semi-Annual Reporting (SAR) households are not required to report address changes mid-period and, therefore, must not be contacted as a result of an apparent residency change. The household is eligible to continue to receive CalFresh until the change is reported on the next SAR 7 or at Recertification (RC), as long as duplicate benefits are not being received.</p>

Continued on next page

Loss of Residency, Continued

Resolving discrepancies

If a Change Reporting (CR) household is found to have one or more discrepancies with its residency, the EW is required to contact the customer, and:

If the customer...	Then...
Reports that he/she is still a resident of the County,	Journal the reason for the discrepancy and that it has been resolved.
Reports he/she moved outside the state,	Update the Residency Detail page in C-IV and run Eligibility Determination and Benefit Calculation (EDBC) to discontinue the customer for loss of state residency at the end of the discovery month. No NOA is required because the customer's statement is considered reliable information.
Reports he/she moved to another county,	Initiate the e-ICT for applicable households.
Contact is unsuccessful,	<p>Schedule an appointment using the Customer Schedule in C-IV to verify residency, with a Type of Meeting with Worker or Preventative Fraud Interview. If the customer:</p> <ul style="list-style-type: none"> • Attends the appointment, follow the appropriate step in this table, depending on the customer's situation. • Does not attend the appointment: <ul style="list-style-type: none"> – Update the Status on the Customer Appointment Detail page to No Show. – Complete a Negative Action for Failed to Complete Determination in C-IV for the missed appointment to discontinue the case at the end of the month in which 10-day NOA can be provided. – Reject the C-IV NOA and send a manual CF 377.4 SAR with a reason of "Failed to attend a mandatory appointment." – Journal all actions taken.

Note: An overissuance (OI) may be created for any month(s) the customer resided out of state for the entire month and continued to receive benefits from California. When creating the Recovery Account, a reason of "Out of County" is used because it is the most appropriate code. The EW must add a comment to the **Recovery Account Detail** page documenting that the customer is out of state and in which state he/she currently resides.

Continued on next page

Loss of Residency, Continued

Returned mail A customer's mail is sometimes returned from the Post Office for one of the following reasons:

- Undeliverable,
- Address Unknown,
- Not at current address and has a forwarding address, or
- No forwarding address.

When this occurs, follow the steps below to clarify the discrepancy:

Step	Action										
1	<p>Review the Contact page and Journal in C-IV to see if a change was reported, and:</p> <table border="1"> <thead> <tr> <th>If a change was...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>Reported,</td><td> <ul style="list-style-type: none"> • Re-send the written correspondence to the new address, • Initiate an e-ICT for applicable households, and • Go to Step 3. </td></tr> <tr> <td>Not Reported,</td><td> <ul style="list-style-type: none"> • For CR households, proceed to Step 2. • For SAR households, image the returned mail and Journal all actions taken. </td></tr> </tbody> </table>	If a change was...	Then...	Reported,	<ul style="list-style-type: none"> • Re-send the written correspondence to the new address, • Initiate an e-ICT for applicable households, and • Go to Step 3. 	Not Reported,	<ul style="list-style-type: none"> • For CR households, proceed to Step 2. • For SAR households, image the returned mail and Journal all actions taken. 				
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2	<p>Contact the customer to clarify discrepancy, and:</p> <table border="1"> <thead> <tr> <th>If the customer...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>Remains eligible,</td><td>Go to Step 3.</td></tr> <tr> <td>Reports he/she moved outside the state,</td><td>Update the Residency Detail pages in C-IV and run EDBC to discontinue the customer for loss of state residency at the end of the discovery month. No NOA is required because the customer's statement is considered reliable information.</td></tr> <tr> <td>Reports he/she moved to another county,</td><td>Initiate an e-ICT for applicable households.</td></tr> <tr> <td>Contact is unsuccessful,</td><td> <p>Schedule an appointment using the Customer Schedule in C-IV to verify residency, with a Type of Meeting with Worker or Preventative Fraud Interview. If the customer</p> <ul style="list-style-type: none"> • Attends the appointment, follow the appropriate step in this table, depending on the customer's situation. • Does not attend the appointment: <ul style="list-style-type: none"> – Update the Status on the Customer Appointment Detail page to No Show. – Complete a Negative Action for Failed to Complete Determination for the missed appointment in C-IV to discontinue the case at the end of the month in which 10-day NOA can be provided. – Reject the C-IV NOA and send a manual CF 377.4 SAR with a reason of "Failed to attend a mandatory appointment". – Journal all actions taken. <p>Note: If returned mail is received with a forwarding address label, the appointment letter should be sent to the address on the label and a Journal entry completed.</p> </td></tr> </tbody> </table>	If the customer...	Then...	Remains eligible,	Go to Step 3.	Reports he/she moved outside the state,	Update the Residency Detail pages in C-IV and run EDBC to discontinue the customer for loss of state residency at the end of the discovery month. No NOA is required because the customer's statement is considered reliable information.	Reports he/she moved to another county,	Initiate an e-ICT for applicable households.	Contact is unsuccessful,	<p>Schedule an appointment using the Customer Schedule in C-IV to verify residency, with a Type of Meeting with Worker or Preventative Fraud Interview. If the customer</p> <ul style="list-style-type: none"> • Attends the appointment, follow the appropriate step in this table, depending on the customer's situation. • Does not attend the appointment: <ul style="list-style-type: none"> – Update the Status on the Customer Appointment Detail page to No Show. – Complete a Negative Action for Failed to Complete Determination for the missed appointment in C-IV to discontinue the case at the end of the month in which 10-day NOA can be provided. – Reject the C-IV NOA and send a manual CF 377.4 SAR with a reason of "Failed to attend a mandatory appointment". – Journal all actions taken. <p>Note: If returned mail is received with a forwarding address label, the appointment letter should be sent to the address on the label and a Journal entry completed.</p>
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3	Journal all actions taken.										

Homeless

Introduction This section contains information about homeless households regarding:

- Residency,
- Mailing alternative, and
- Assistance with verifications/documentations.

Homeless and residence A homeless household is defined as a household:

- That lacks a fixed regular residence
- Whose primary residence is a:
 - Supervised shelter to provide temporary accommodations,
 - Halfway house,
 - Institution for homeless mentally ill,
 - Temporary residence of another individual (no more than 90-days), or
 - Place not designed for regular sleeping accommodations (bus station, hallway, lobby or similar places).

No legal place of residence or principal home is required for a person to meet residency requirements. A homeless household's statement of residency is acceptable verification, which can include the customer statement or root questions in C-IV (SAWS 2 Plus/e-App/DFA 285 A2).

Homeless mailing alternatives Homeless households are allowed various mailing alternatives, which include:

- Mailing Address,
- General Delivery pick-up (U.S. Postal Service),
- Post Office box,
- Transitional Assistance Department (TAD) in-office mail pick-up.

A Homeless household cannot be restricted to only one option for mail delivery pick-up.

Assistance with verification/documentation It is the household's primary responsibility to provide verification/documentation required to support eligibility, if questionable. However, if the homeless household is unable to obtain the verification/documentation, the Eligibility Worker (EW) will assist the household in obtaining the required information, which can include a collateral contact.

Homeless minors Homeless minors (youth under the age of 18) must be evaluated for CalFresh eligibility in the same manner that homeless adults are evaluated. If the homeless minor is temporarily living in the residence of another person, and purchasing and preparing their meals separately, the minor may apply as a separate household unless the minor is temporarily residing with:

- His/her parent(s), or
- An individual that has parental control over the minor (see "Chapter 2 – Household Concept" for a definition of parental control).

Inter-County Transfer (ICT)

Introduction	<p>This section contains information about Inter-County Transfers (ICTs) for CalWORKs/CalFresh, CalFresh/Medi-Cal, and CalFresh-only cases. Cases are electronically Inter-County Transferred (eICT'd) through C-IV.</p> <p>Note: For Temporary absence, see the “Persons in Special Circumstances: Temporary Absence” section in Chapter 2 – Household Concept in this handbook.</p>
Reference	<p>The following references are applicable to the information under this topic.</p> <ul style="list-style-type: none">• All County Letter (ACL) #10-32• ACL #11-22
Definitions	<p>The terms defined below are used in the CalFresh program and will be used in this section:</p> <p>Expiration of the Transfer Period: The expiration of the transfer period occurs at the end of the month in which benefits are discontinued for cause or at the end of the month following the 30-day transfer period, whichever is earlier. This would occur after the sending county either mails or electronically transfers the notification of the ICT to the receiving county. By mutual agreement of the counties involved, the transfer of responsibility may occur at an earlier date.</p> <p>Receiving County: The county to which the customer moved, also known as the incoming County.</p> <p>Sending County: The county the customer is leaving, also known as the outgoing county.</p> <p>Thirty (30) Day Transfer Period: The 30-day transfer period begins the date the sending county informs the receiving county of the transfer, either via the postmarked date if mailed or the date of the electronic transfer of the notification of the ICT. When the 30th day falls on a Saturday, Sunday, or legal holiday, the first business day following the weekend or holiday is considered to be the last day of the 30-day transfer period.</p> <p>Transfer period: The period during which the first county remains responsible for the CalFresh benefits during the ICT process.</p>
Forms and Notices	<p>A Notification of Inter-County Transfer form is not required for CalFresh-only e-ICTs when sending the ICT to the receiving county.</p> <p>The following Notice of Actions (NOAs) are used for CalFresh-only ICTs:</p> <ul style="list-style-type: none">• NA 1267 – CalFresh Informing Notice of Receiving ICT. This NOA is used to inform the household: Their case has been transferred to San Bernardino County, case information, CalFresh benefit amount, and important information regarding the Electronic Benefit Transfer card (EBT).• NA 1268 – CalFresh Inform Notice of Sending ICT. This NOA is used to inform the household: Their case is being transferred to another county, the receiving county will send a Receiving ICT NOA, and to continue to report changes that could affect eligibility.

Continued on next page

Inter County Transfer (ICT), Continued

Certification period

The CalFresh case will retain the certification period established by the sending county.

If a SAR 7 or Recertification (RC) is due during the transfer period, the receiving county is responsible for completing the SAR 7 or RC. The eICT Intake CalWORKs Eligibility Worker (EW) will contact the sending county to ensure the customer is not completing a duplicate SAR 7 or RC.

Partial ICT

A CalFresh eICT should only be initiated when the entire household moves out of county. When an individual(s), and not the entire household, moves to another county, the individual(s) will:

- Apply for CalFresh in the new county, or
 - Be added to an existing household using the existing Semi-Annual Reporting (SAR) or Change Reporting (CR) rules when joining a household in the new county.
-

Restoration of eligibility

Households who have a new county of residence and meet the criteria for restoration of eligibility may elect to have its case restored and request the case be eICT'd instead of submitting a new CalFresh application. For Restoration of Eligibility criteria, see Chapter 2 – Restoration of Eligibility and Benefits in this handbook.

CalFresh ICT and other programs

When at least one member of the CalFresh household also receives:

Program	Process
CalWORKs,	The CalWORKs ICT process shall be followed.
<ul style="list-style-type: none">• Medi-Cal, and• No household member receives CalWORKs,	The Medi-Cal process shall be followed.

For the eICT process see Operation and Reference Handbook (ORHB), Chapter T, e-Tools section, “Receiving eICT” and “Sending eICT”, for cases with CalWORKs/CalFresh or CalFresh/Medi-Cal.

Note: If the household fails to complete an interview for an incoming CalWORKs/CalFresh ICT (no interview is required for CalFresh-only; see the “Receiving ICT process – CalFresh-only” block of this handbook section), a Notice of Missed Interview (NOMI) is not required. The EW must notify the sending county the ICT will not be picked up and will be evaluated for CalFresh only. The sending county is then responsible for discontinuing CalWORKs.

Continued on next page

Inter County Transfer (ICT), Continued

Sending CalFresh-only ICT

For CalFresh-only ICTs, the sending county will eICT the case within seven working days of the reported change and:

Step	Action
1	Send the household the CalFresh Informing Notice of Sending Intercounty Transfer (NA 1268).
2	Notify the receiving county via the eICT process and send the most recent copies of the following: <ul style="list-style-type: none">• CA 1/SAWS 1/CF 285/CF 37/Electronic Application (Application for Cash Aid, Food Stamps and/or Medical Assistance),• SAWS 2 Plus/DFA 285-A2 (Statement of Facts/Root Questions),• SAR 7 Eligibility Status Report or CF 377.5 CR (CalFresh Household Change Report),• Overissuance (OI) claims and repayment records (adjustment/repayment records, NOAs, etc.) for any OI that will not be repaid before the end of the transfer period and will continue to be recouped by the receiving county, and• Copies of any other documents supporting the eligibility determination made by the sending county.

Important: For the NA CalFresh Sending eICT process Eligibility Workers (EWs) must follow the eICT process in ORHB, Chapter T – e-Tools, “Sending eICT” section.

Continued on next page

Inter-County Transfer (ICT), Continued

Receiving ICT process – CalFresh-only

An interview is not required for CalFresh-only ICTs. The household will continue to receive the same allotment established by the sending county until a change is reported on the:

- SAR 7,
- DFA 377.5, or
- RC.

Upon receipt of the CalFresh-only ICT the following will occur:

Stage	Description
1	The designated eICT Office Assistant (OA) will assign the ICT to the eICT EW.
2	<p>The eICT EW will:</p> <ul style="list-style-type: none">• Review the information received from the sending county.• Verify residency (see “Residency” section in this handbook chapter.)• Request any item(s) necessary to process the case.• Process the case within the ICT transfer period using continuing recipient criteria and the data from the current:<ul style="list-style-type: none">– SAR 7 for QR households, or– DFA 377.5 for CR households.• Send the customer a NOA:<ul style="list-style-type: none">– NA 1267 if the customer remains eligible and image into C-IV,– Appropriate discontinuance NOA if customer is ineligible.• Notify the sending county of the pickup date of the ICT.• Journal all actions taken.

Examples of CalFresh-only eICT procedures

The following are examples of correct procedures for CalFresh-only ICTs:

Example 1: Household applies for CalFresh in this county and the pending application will be approved. Household moves to another county before the application is processed.

Required Action: Approve the CalFresh application and ICT the case to the receiving county.

Example 2: Household was discontinued in another county effective 11/1/11 for no SAR 7. Household moves to this county and submits a CalFresh application on 11/5/11.

Required Action: Explain to the household they can provide the missing SAR 7 to restore the case and the case will be ICT'd, or the household can submit a new application and request Expedited Service (ES). Journal the options given and the choice made by the household.

Social Security Numbers

Introduction This section contains information regarding Social Security Number (SSN) policy, SSN confirmation, exemption to the SSN requirement, SSN application, and good cause.

Reference The following reference is applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-404
-

Policy This chart shows the required action regarding SSNs on the part of the Eligibility Worker (EW) and the household prior to certification.

Who	Action
EW	<ul style="list-style-type: none">• Explains requirement and forms necessary to get new, duplicate, or corrected Social Security card.• Explains that failure or refusal to provide a SSN or SSN application without good cause will result in disqualification for customer (see the “SSN application and good cause” block in this handbook section).
Household member	<ul style="list-style-type: none">• Provides correct SSN (if the customer has more than one number, all numbers are required and the correct one must be verified).• Provides proof of application for SS card. <p>Note: See “SSN Confirmation” block in this handbook section for acceptable proof of SSN.</p>

Continued on next page

Social Security Numbers, Continued

SSN confirmation

SSNs are confirmed by viewing SSN cards or Social Security Administration's (SSA) form, series OA-702. If the SSN card or OA-702 form is not available, the following is acceptable evidence of SSN:

- Award letter
- Medicare card
- Check from SSA with the applicant/recipient's name and SSN with the letters A, HA, J, T or M following the SSN
- SSN verification from a previous application providing there is no MEDS alert on that SSN
- Military Identification (ID) with the customer's Social Security number on the ID is sufficient SSN verification
- Medi-Cal Eligibility Data System (MEDS) or Income and Eligibility Verification System (IEVS) printout is acceptable verification in lieu of other verification as follows:

SSN-VER code	Status	Description
J	Old	<ul style="list-style-type: none">• Replaced with "W" as of 9/25/09, and• Still used in MEDS; however, the code has been redefined as follows:<ul style="list-style-type: none">– SSN verified via Title XVI data match - failed SSA data match. <p>Note: Any MEDS record/screen print dated prior to 9/25/09 that has the SSN-VER code of "J" continues to be acceptable verification for the customer.</p>
W	Temporary	<ul style="list-style-type: none">• Replaced the "J" as of 9/25/09 as acceptable verification for a customer's SSN, and• Will be replaced with SSN-VER code "A". Change will occur on a flow basis throughout 2010 with the MEDS validation process.
A	Permanent	<ul style="list-style-type: none">• Replaced the "J" and the "W" codes, and• As of 9/25/09, any MEDS record coded with "A" is acceptable verification.

Continued on next page

Social Security Numbers, Continued

Exception to SSN requirement

There is one exception to the requirement to provide a SSN before receiving CalFresh benefits. Households eligible to Expedited Service (ES) may provide proof of SSN after receipt of the first allotment.

Enumeration at Birth (EAB)

The SSA, in cooperation with local hospitals, will assign SSNs to newborns. This is called Enumeration at Birth (EAB).

- EAB is optional at the parent's discretion (if EAB is not done, a referral for a SSN will be done following SSN application procedures).
- EAB is done with the registration of birth at the hospital.
- If EAB is done, the parent receives a receipt (SSA-2853-OP2). This is acceptable verification for application for a SSN. The EW will:
 - Set a Task to follow up on the SSN card in 45 days (SSN cards are mailed to parents approximately six weeks after the birth is registered).
 - If the Social Security card is not submitted within 45 days, send a CW 2200 – Request for Verification generated in C-IV.
 - If there is no response to the CW 2200, send a Notice of Action (NOA) to discontinue the newborn.
 - Journal all actions/contact.

Note: If the parent loses or misplaces the SSA-2853-OP2 before providing it to the Transitional Assistance Department (TAD), do not refer the parent to SSA for further documentation, as SSA has no record. SSA will not accept a new application for 90 days pending the processing of the SSN through EAB.

Good cause

Proof of SSN application is considered verification of the SSN requirement for the month of application. The customer may continue to be eligible when meeting good cause criteria. Good cause exists when the customer provides documentary evidence or collateral information that SSN was applied for or every effort was made to supply SSA with necessary information.

If the customer can show good cause why an application for a SSN has not been completed timely, he/she can participate for one month in addition to the month of application. Thereafter, for the customer to continue to participate, good cause must be shown monthly.

Good cause does not include delays due to illness, lack of transportation or temporary absences (see the "Examples of good cause" block in this handbook section for more information). Failure to provide an SSN application or meet good cause will result in discontinuance of that household member.

Continued on next page

Social Security Numbers, Continued

Examples of good cause

The following are examples of good cause for not providing a SSN or SSN application.

- Customer has sent a certified letter and money order for receipt of birth certificate, but has not yet received the document to complete the application for a SSN.
 - Customer is unable to obtain documentary evidence to process the SSN application (i.e., unable to get birth certificate, born at home, Indian reservation, etc.) but is making every effort to work with SSA to obtain other acceptable documentation as instructed by SSA.
-

EW responsibility

The EW shall make every effort to assist the customer in obtaining the necessary documents required by SSA.

CalFresh POLICY HANDBOOK

CHAPTER 5

Citizens/Noncitizens/CFAP

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Noncitizen Acronyms

Introduction	This section contains various acronyms used in this chapter.
ASAWs	Additional Special Agricultural Workers (AKA – Replenishment Agricultural Workers (RAWs))
BCC	Border Crossing Card
CFA	Compact Free Association
CFAP	California Food Assistance Program
DHS	Department of Homeland Security
DOE	Date of Entry
DOL	Date of Legalization
EAD	Employment Authorization Document
FSM	Federated States of Micronesia
HP	Humanitarian Parolee
INA	Immigration and Naturalization Act
LPR	Lawful Permanent Resident
MIS	Republic of the Marshall Islands
NMI	Northern Mariana Islands

Continued on next page

Noncitizen Acronyms, Continued

ORR	Office of Refugee Resettlement
PIP	Public Interest Parolee
PRS	Permanent Resident Status
PRWORA	Personal Responsibility and Work Opportunity Reconciliation Act of 1996
PRUCOL	Permanently Residing in the United States under Color of Law
RCA	Refugee Cash Assistance
SAVE	Systematic Alien Verification for Entitlements
TPS	Temporary Resident Status
TTPI	Trust territories of the Pacific Islands
USCIS	United States Citizenship and Immigration Services (Formerly known as INS)
VAWA	Violence Against Women Act
VOLAG	Private Voluntary Resettlement Agency

Definitions

Admission Number	An 11-digit number assigned to a noncitizen when he/she enters the United States (US). This number should not be confused with the Alien Registration Number (A-Number).
Affidavit of Support	Contract signed by sponsor of immigrant agreeing to assist the immigrant to prevent him/her from becoming a public charge.
Alien Registration Number (A-Number)	A seven, eight or nine-digit number assigned to a noncitizen at the time the Noncitizen File is created.
Amerasians	<p>A term broadly used to refer to children born of a U.S. citizen father. The children must have been born in Korea, Vietnam, Laos, Cambodia, or Thailand after 1950 and before October 22, 1982.</p> <p>Amerasians born in Vietnam after January 1, 1962 and before January 1, 1976, are admitted as LPRs and treated as refugees; they are eligible to federal CalFresh as of the date of admission.</p>
Amnesty (aka IRCA)	The Immigration Reform and Control Act (IRCA) was enacted in 1986 allowing certain noncitizens residing unlawfully in the U.S. to apply for permanent residency status if they could otherwise qualify as legal residents under USCIS guidelines. The IRCA Amnesty program has ended, however; there are still IRCA individuals whose immigration status has not been resolved. Individuals who did not adjust their status with USCIS are considered undocumented.
Asylee	<p>A noncitizen already in the US or at a port of entry that is granted asylum in the US. Asylum may be granted to those persons who are unable or unwilling to return to their countries of nationality, or to seek the protection of those countries, because of persecution or a well-founded fear of persecution.</p> <p>“Applying” or “recommended” for asylum is not the same as having been granted asylum. To be eligible for CalFresh, asylum must be granted.</p>
Authorization to Work	Noncitizens must receive authorization from USCIS in order to become legally employed. Authorization to work does not mean the individual is eligible for CalFresh benefits; they must have other acceptable USCIS supporting documents to determine eligibility.

Continued on next page

Definitions, Continued

Battered	A term applied to noncitizens that have been abused while in the U.S. by a spouse or a parent, or by a member of the spouse's or parent's family residing in the same household as the noncitizen. For more information see the Battered Noncitizen section of this chapter.
California Food Assistance Program (CFAP)	CFAP is a state program that allows certain qualified legal noncitizens, if not eligible for Federal CalFresh benefits based solely on their immigration status, to receive state-funded CalFresh benefits. For more information see the CFAP section of this chapter.
Certificate of Citizenship	An identity document proving U.S. citizenship.
Certificate of Naturalization	An identity document proving U.S. citizenship.
Citizen	A person born in this country or who has become a naturalized citizen of this country.
Conditional Entrant	The primary method of entry for refugees from 1965 through 1980. There may be individuals with this documentation. These individuals are considered qualified noncitizens. Conditional Entrants are not sponsored.
Conditional Permanent Resident	Status granted based on marriage to a U.S. citizen or national, or a permanent resident alien. Children can also be granted this status.
Date of Entry	<p>A noncitizen's Date of Entry is the date the customer obtained qualified alien status from the United States Citizenship and Immigration Services (USCIS). It is not necessarily the date the individual actually arrived in the United States.</p> <p>Note: The Date of Entry is entered in the C-IV Citizenship Status Detail page.</p>
Deeming	<p>A method of demonstrating financial responsibility of a sponsor for a sponsored noncitizen. The sponsor's income and resources are used as a part of the sponsored noncitizen's own income and resources when determining whether the noncitizen is eligible for CalFresh benefits. This deeming continues until the sponsor dies or the sponsored noncitizen:</p> <ul style="list-style-type: none">• Becomes a naturalized citizen,• Can be credited with 40 qualifying quarters, or• Leaves the U.S.

Continued on next page

Definitions, Continued

Deportation	Return of documented or undocumented noncitizen to country of origin by the U.S. government.
Documented noncitizen	A noncitizen in the U.S. who possesses valid documentation that he/she is legally residing in the U.S. These individuals may or may not be CalFresh eligible.
Federal Means Tested Program	CalWORKs, Medi-Cal, CalFresh, SSI, or other programs funded by the federal government in which eligibility of the individual, household or family is based on income, resources or financial need.
I-94	The USCIS (INS) control document that records the alien's arrival and departure from the U.S. It identifies the period of time for which the noncitizen is admitted and the immigration status.
Immigrant	A noncitizen that has been lawfully given the privilege of residing permanently in the U.S. This status allows authorization for work and entitlement to benefits.
Immigrant Visa	A document which authorizes a noncitizen to apply for admission as an immigrant to the U.S.
Immigration and Nationality Act (INA)	The basic body of immigration law that governs the USCIS.
Indefinite Stay of Deportation	A permanent suspension of a deportation order.
Jay Treaty Indians	North American Indian born in Canada who has at least 50% Indian blood. By Jay Treaty, these Indians are considered to be noncitizens with permanent residence status without having to apply to USCIS for this status.

Continued on next page

Definitions, Continued

Lawful Permanent Resident (LPR)

A documented noncitizen that has been granted permission to live in the U.S. permanently.

These individuals:

- Have permission to live and work in the U.S.
- Can apply for naturalization to become a U.S. citizen when they meet certain criteria
- Are qualified noncitizens

LPRs are potentially eligible for Federal or State benefits, and may be sponsored.

Legalization

A program where an illegal noncitizen may receive amnesty and adjust his immigration status to that of a temporary resident and then, subsequently, to a lawful permanent resident noncitizen.

Naturalization

Gives United States nationality to a person who was born under allegiance of another nation.

Noncitizens

Any person who is not a citizen or national of the U.S. Noncitizens may include the following:

- Foreign government officials
 - Individuals who have immigrated with USCIS documentation
 - Tourist
 - Students
 - Individuals in the U.S. on business
 - Undocumented individuals
-

Opting out of the application process

An adult sponsored noncitizen that does not want to receive CalFresh benefits may choose to opt out of the application process. These individuals are not required to be included in the CalFresh household. Opting out must be done before an eligibility determination has been made on the CalFresh application. These individuals are treated as ineligible noncitizens in CalFresh.

Order of Deportation Withheld

A noncitizen who the Attorney General has determined would be threatened by loss of life or freedom if returned to his/her country of origin because of race, religion, nationality or membership in social or political group.

Continued on next page

Definitions, Continued

Parolee	Individuals who normally would not be admissible to the U.S. but are allowed to enter temporarily for humanitarian, medical, or legal reasons, usually under emergency circumstances. These individuals are federally eligible for CalFresh benefits if paroled for one year or more.
Passport	A travel document issued for entry into a foreign country.
Personal Earnings and Benefit Estimate Statement (PEBES)	PEBES is a Social Security Administration form which provides a statement of past earnings and an estimate of future benefits. This form can be used to verify the noncitizen's work quarters in the U.S.
Permanent Resident Noncitizen	A noncitizen who has been lawfully given the privilege of residing permanently in the U.S.
Prima Facie	A Latin term that means by examination and used to determine a substantial correction to battery or cruelty. For more information, see the Battered section of this chapter.
Primary Verification	A query to validate noncitizen documentation using the SAVE system.
PRUCOL	Permanently Residing in the United States Under Color of Law (PRUCOL) is defined by regulations and court decisions to describe categories of noncitizens. PRUCOL is not a separate USCIS immigration classification, such as LPR, etc. A PRUCOL individual is a noncitizen whose presence in the U.S. is known, but whom the USCIS does not currently intend to remove or deport. Eligibility for these noncitizens should be evaluated in accordance with the qualified noncitizen rules.
Public Charge	Public Charge is a term used to describe a noncitizen that is likely to become dependent on public benefits. Under USCIS guidance, non-cash benefits that are not intended for income maintenance are not subject to public charge consideration. Therefore, receipt of nutrition program benefits including CalFresh, does not make a noncitizen a public charge.
Refugee	A noncitizen lawfully admitted into the U.S. by the discretion of the Attorney General for reasons of persecution or fear of persecution due to race, religion or political opinion.

Continued on next page

Definitions, Continued

“Resident Since” date	<p>The date the individual obtained qualified alien status from USCIS. The Resident Since date is also known as the Date of Entry.</p> <p>Note: The Date of Entry date is entered on the C-IV Citizenship Status Detail page.</p>
Secondary Verification	<p>A request to validate noncitizen documentation, after or in lieu of primary verification, using Form G-845S – Document Verification Request.</p>
Sponsor	<p>A term used in referring to a person or organization that assists an individual's admission to the U.S. by guaranteeing support for that individual to 125% of poverty level.</p>
SAVE (Systematic Alien Verification for Entitlements)	<p>An automated or manual information-sharing program whereby state agencies verify the status of noncitizens who apply for entitlement benefits.</p>
Undocumented noncitizen	<p>A noncitizen who entered the U.S. without documents, with fraudulent documents, or who entered legally and later violated his/her status and remained in the U.S. without authorization.</p>
U.S Citizenship and Immigration Services (USCIS)	<p>The federal agency that administers immigration law.</p> <p>USCIS was formerly known as Immigration and Naturalization Services (INS).</p>
Visa Symbol	<p>Sometimes called Class Code. The Visa Symbol is a combination of numbers and letters or letters only which show the "Class of Admission" of a noncitizen. The Visa Symbol gives the classification of the noncitizen and indicates the section of law.</p>

U.S. Citizen and Noncitizen Process

Introduction

Citizen/noncitizen status must be evaluated in order to determine eligibility and benefit levels.

This chapter covers eligibility and verification requirements for:

- U.S. Citizens,
 - Ineligible Noncitizens,
 - Federally eligible noncitizens, and
 - State (CFAP) eligible noncitizens.
-

Reference

The following references are applicable to the information under this topic.

- MPP 63-300.5 Noncitizen Verification
 - MPP 63-403 CFAP
 - MPP 63-405 Noncitizen Status
 - MPP 63-411 CFAP Work Requirements
 - MPP 63-503.49 Sponsorship
-

Overview

At application and recertification (RC) once you have determined who is in the household, consider each household member's U.S. citizenship or noncitizen status.

Only the following household members can be CalFresh eligible, if otherwise eligible:

- **U.S. Citizens:** Includes U.S. nationals and naturalized citizens.
- **Eligible Noncitizens:** Legal noncitizens whose immigration status meets eligible noncitizen criteria for CalFresh eligibility are either:
 - Federally eligible: Eligible to receive federally funded benefits, or
 - State (CFAP) eligible: Only eligible to receive state funded benefits.

The following household members are ineligible to both federal and state benefits:

- Legal noncitizens whose immigration status does not meet eligible noncitizen criteria, or undocumented noncitizens (not residing legally in the U.S.), or
- Household members unwilling or unable to provide sufficient information about their U.S. citizenship or eligible noncitizen status.

The chart on the following page gives a general overview of citizenship/noncitizen status determination. Refer to the rest of the chapter for complete instructions.

Citizenship/Noncitizen Status Chart

Citizenship/non citizen status determination chart

The following chart shows an overview of an individual's citizenship or non-citizenship status:

If the household reports the member is a...	Then...								
U.S. citizen	<table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>Not questionable</td><td>No verification is needed. If otherwise eligible, count as an eligible household member.</td></tr> <tr> <td>Questionable</td><td> <ul style="list-style-type: none"> Get acceptable verification of U.S. citizenship. If otherwise eligible, count as an eligible household member. If unable to get acceptable verification of U.S. citizenship, count as an ineligible noncitizen (excluded household member). </td></tr> </table>	If...	Then...	Not questionable	No verification is needed. If otherwise eligible, count as an eligible household member.	Questionable	<ul style="list-style-type: none"> Get acceptable verification of U.S. citizenship. If otherwise eligible, count as an eligible household member. If unable to get acceptable verification of U.S. citizenship, count as an ineligible noncitizen (excluded household member). 		
If...	Then...								
Not questionable	No verification is needed. If otherwise eligible, count as an eligible household member.								
Questionable	<ul style="list-style-type: none"> Get acceptable verification of U.S. citizenship. If otherwise eligible, count as an eligible household member. If unable to get acceptable verification of U.S. citizenship, count as an ineligible noncitizen (excluded household member). 								
Noncitizen	<p>1. Get acceptable verification of eligible noncitizen status:</p> <table> <tr> <th>If verification is...</th><th>Then...</th></tr> <tr> <td>Questionable (Provided but is expired, etc.)</td><td>The noncitizen is eligible indefinitely, if otherwise eligible. Resolve through another source, such as SAVE results. If unable to resolve (i.e. SAVE results show ineligibility), discontinue and count as an ineligible noncitizen.</td></tr> <tr> <td>Unavailable (Lost, stolen, etc.)</td><td> <p>The noncitizen is eligible for six months pending receipt of verification, if otherwise eligible.</p> <ul style="list-style-type: none"> The household requests verification from USCIS. The Eligibility Worker (EW) sets a Task for six months from the original date of request, after which if no verification is provided, discontinue and count as an ineligible noncitizen. </td></tr> <tr> <td>Not provided and the household is unwilling to have USCIS contacted</td><td>Count the household member as an ineligible noncitizen.</td></tr> </table> <p>2. Determine CalFresh noncitizen eligibility:</p> <ul style="list-style-type: none"> Eligible noncitizens: Determine sponsorship status and federal v. state (CFAP) eligibility. If otherwise eligible, count as an eligible household member in either the federal or state (CFAP) budget, as appropriate (see CFAP section for full instructions). Ineligible noncitizens: Count as an excluded household member. 	If verification is...	Then...	Questionable (Provided but is expired, etc.)	The noncitizen is eligible indefinitely, if otherwise eligible. Resolve through another source, such as SAVE results. If unable to resolve (i.e. SAVE results show ineligibility), discontinue and count as an ineligible noncitizen.	Unavailable (Lost, stolen, etc.)	<p>The noncitizen is eligible for six months pending receipt of verification, if otherwise eligible.</p> <ul style="list-style-type: none"> The household requests verification from USCIS. The Eligibility Worker (EW) sets a Task for six months from the original date of request, after which if no verification is provided, discontinue and count as an ineligible noncitizen. 	Not provided and the household is unwilling to have USCIS contacted	Count the household member as an ineligible noncitizen.
If verification is...	Then...								
Questionable (Provided but is expired, etc.)	The noncitizen is eligible indefinitely, if otherwise eligible. Resolve through another source, such as SAVE results. If unable to resolve (i.e. SAVE results show ineligibility), discontinue and count as an ineligible noncitizen.								
Unavailable (Lost, stolen, etc.)	<p>The noncitizen is eligible for six months pending receipt of verification, if otherwise eligible.</p> <ul style="list-style-type: none"> The household requests verification from USCIS. The Eligibility Worker (EW) sets a Task for six months from the original date of request, after which if no verification is provided, discontinue and count as an ineligible noncitizen. 								
Not provided and the household is unwilling to have USCIS contacted	Count the household member as an ineligible noncitizen.								

U.S. Citizens

U.S. citizen eligibility

At application and Recertification (RC) once you have determined who is in the household, each member the household reports as being a U.S. citizen is counted as follows:

Eligible household member, as long as:

- U.S. citizenship is not questionable, or it was questionable but acceptable verification of U.S. citizenship was provided, AND
- Otherwise eligible.

Ineligible household member, when:

- U.S. citizenship is questionable, AND
- Acceptable verification of U.S. citizenship is unavailable.

The following chart shows how to determine U.S. citizenship eligibility, when to verify, and what counts as “acceptable verification” of U.S. citizenship.

Note: Once a person obtains U.S. citizenship, it never expires.

If the household reports the member is a ...	And it is...	Then...
U.S. Citizen, which includes: <ul style="list-style-type: none"> • Naturalized U.S. Citizens • Acquired or Derived Citizenship: Citizenship conferred to children born abroad to a U.S. parent, to children through a parent’s naturalization, or to foreign-born children adopted by a citizen. • U.S. Nationals: Persons born in a U.S. territory, which are: <ul style="list-style-type: none"> – American Samoa – Guam – Puerto Rico – Swains Island – Virgin Island • Citizens of Northern Mariana Island who have a U.S. passport or identity certificate issued by the Commonwealth of the NMI. 	Not Questionable	If otherwise eligible, count as an eligible household member. Use countable resources, income and deductions.
	Questionable	1. Get one of the following forms of acceptable verification of U.S. citizenship : <ul style="list-style-type: none"> • Verify the member receives CalWORKs, if citizenship verification was already obtained for that member. • Ask the household to provide one of the following: <ul style="list-style-type: none"> – Birth certificate – Religious records – Certificate of Naturalization (N-550 or N-570) – Citizen Identification Card (I-179 issued prior to 2/94 or I-197 issued 2/74 - 4/7/83) – Certificate of Citizenship (N-560 or N-561) – U.S. Passport • If none of the above is available, accept a signed statement from a U.S. citizen declaring under penalty of perjury that the member is a U.S. citizen. The statement must include a warning of the penalties for helping someone commit Intentional Program Violations (IPVs). 2. If one of the above acceptable verifications is: <ul style="list-style-type: none"> • Available: If otherwise eligible, count as an eligible household member. Use countable resources, income and deductions. • Not available (none available and the U.S. citizen refuses to sign a statement as described above): Count as an ineligible noncitizen excluded household member. Use full countable resources, and prorate countable income and deductions.

Noncitizens

Introduction: Noncitizen eligibility

At application and recertification once you have determined who is in the household, determine noncitizen eligibility status for each noncitizen member as follows:

- **Eligible Noncitizens:** Legal noncitizens whose immigration status allows CalFresh eligibility, if otherwise eligible. They are further categorized as:
 - **Federally Eligible Noncitizens:** Eligible noncitizens who meet certain federal noncitizen eligibility criteria, or
 - **State (CFAP) Eligible Noncitizens:** Eligible noncitizens who do not meet federal noncitizen eligibility criteria but do meet state criteria.
- **Ineligible Noncitizens:** Noncitizens whose immigration status makes them ineligible to all CalFresh benefits (federal and state), and noncitizens unable or unwilling to provide sufficient eligible noncitizen status information.

C-IV automatically determines noncitizen eligibility, including federal v. state (CFAP) eligibility, based on information entered into the system.

The chart on the next page outlines the steps for determining noncitizen eligibility status.

Continued on next page

Noncitizens, Continued

Noncitizen Eligibility Status Chart

The following chart outlines the steps for determining noncitizen eligibility status. Refer to the following sections for complete definitions.

Step 1	If verification is...	Then...
Request verification of eligible noncitizen status for each noncitizen	Not provided and the household does not want USCIS contacted	Count as an ineligible noncitizen excluded household member.
	Showing immigration status is not one that meets eligible noncitizen status criteria	<ul style="list-style-type: none"> No further noncitizen verification is needed. The noncitizen is ineligible for both federal and state (CFAP) benefits – Stop here.
	Unavailable (Lost, stolen, etc.)	Eligible for up to six months, pending verification: <ul style="list-style-type: none"> The household, or the EW at the household's request, must request verification from USCIS. Set Task for 6 months. Pending USCIS results, the noncitizen is counted as an eligible household member for up to six months from the date of original request – Go to Step 2 to determine sponsorship status. After the six-month period, if acceptable verification is not provided, discontinue and count as an ineligible noncitizen.
	Questionable (Provided but expired I-551, name discrepancy, etc.)	Eligible indefinitely, pending clarifying verification: <ul style="list-style-type: none"> Request clarification from another source, such as SAVE. Continue to Step 2 to determine sponsorship status. If clarifying information (such as SAVE results) later shows the noncitizen is ineligible, discontinue and count as an ineligible noncitizen.
	Acceptable Verification of Eligible Noncitizen Status	Go to Step 2 to determine sponsorship status.
Step 2	If Noncitizen is...	Then count as an...
Determine sponsorship status See "Sponsorship" section.	Subject to sponsorship rules, but noncitizen or sponsor isn't cooperating	Ineligible noncitizen excluded household member.
	Subject to sponsorship provisions and noncitizen and sponsor are cooperating	Eligible household member. Use sponsor deeming rules in the budget.
	Not subject to sponsorship provisions	Eligible household member. Do not use sponsor deeming rules in the budget.
Step 3	If the eligible noncitizen...	Then the noncitizen is eligible to...
Determine federal v. state (CFAP) eligibility	Meets one of the federal eligibility criteria	Federal CalFresh benefits: Count as an eligible household member in all budgeting, if otherwise eligible.
	Does not meet one of the federal eligibility criteria	State (CFAP) CalFresh benefits. See the CFAP section of this handbook for complete instructions.

Continued on next page

Noncitizens, Continued

Eligible noncitizens

Eligible noncitizens are legal noncitizen whose USCIS status allows them to be CalFresh eligible. They are CalFresh eligible if they meet all other CalFresh eligibility criteria. C-IV automatically determines noncitizen eligibility based on information entered into the system.

The chart on the following page lists noncitizens that can be an *eligible noncitizen* and some common forms of acceptable verification of USCIS status. This list is not all inclusive.

Continued on next page

Noncitizens, Continued

Eligible Noncitizens

The following chart lists noncitizens that can be an eligible noncitizen and some common forms of acceptable verification of USCIS status.

If a noncitizen's USCIS status is listed below as an eligible noncitizen, go to "Federal Eligibility Determination". If not listed below, go to "Ineligible Noncitizen Determination".

USCIS Status	Examples of Acceptable Verification	
	Document	With code/notation...
Lawful Permanent Resident (LPR)	I-551 Foreign Passport or I-94	Unexpired temporary I-551 stamp
Conditional Entrant	I-94 I-766	203(a)(7), "Conditional Entrant", "Paroled as a refugee", or "Paroled as an asylee" A3
Parolee for 1 year or more	I-94 I-571 I-688B I-766	207 274a(12)(a)(4) or 274a12c(11) A3
Battered Noncitizens with pending petition for LPR status per INA section 204(a)(1)(A) or (B) or 244(a)(3)	I-797 or I-797C I-551, I-94 or foreign passport	I-360 approval or pending status. With one of the following: IB1-8, B11, B12, B16, B17, B20-29, B31-33, B36-38, BX1-3, BX6-8, C20, IW1, IW2, IW6, IW7, P21-23, or P26-28 (requires secondary SAVE)
Refugee	I-94 I-571 I-688B I-766 Grant letter or certificate showing refugee status granted.	207 274a.12(a)(3) A3
Victims of Trafficking	Office of Refugee Resettlement certificate	
Asylee	I-94 I-688B I-766 Grant letter or certificate Immigration court order	208, 208(a), 241(b), 243(h), "Granted Asylum", or "Pending Asylum". 274a.12(a)(5) A5 Grantee Asylum Grantee Asylum, 241(b)(3), or 243(h)
Withheld Deportation	I-688B I-766 Immigration court order Immigration judge order showing deportation withheld or removal cancelled per 243 (h) or 241(b)(3)	212.12(a)(10) A10 Indef. Volunt. Depart./Stay of Deportation
Cuban/Haitian Entrant (Including Haitian Orphans who entered the U.S. on or after 1/12/10)	I-551 I-94 or passport	CU6, CU7, or CH6 Unexpired Temporary I-551 stamp with code CU6 or CU7
Amerasian	I-94 I-551	584 of the Foreign Operations, Export Financing & Related Program Appropriations Act, or AM1, AM2 or AM3 AM6, AM7, AM8, A11, A12, A16, A17, A31-33, or A36-38.
Hmong/Highland Laotian tribal members who aided U.S. Personnel in Vietnam	I-94 I-151 or I-55	 RE1, RE2, RE3, RE6, RE7, R86, IC6, or IC7
Canadian or Mexican Born Cross Border American Indian	Birth record showing at least 50% Canadian or Mexican born Northern American Indian blood. I-181 or other USCIS (INS) documentation of Indian tribe Indian tribe membership card, tribal affidavit, or other tribal document	See "Acceptable Verification for Hmong and Highland Laotian Tribal Members" for more listings.

Note: If an eligible noncitizen's verification does not appear on this list, contact the Program Development Division (PDD) CalFresh Program Specialist (PS) for further assistance.

Continued on next page

Noncitizens, Continued

Federal eligibility

When a noncitizen has been identified as an eligible noncitizen (see previous section), determine if he/she is eligible to receive either federally funded or state California Food Assistance Program (CFAP) funded CalFresh benefits. C-IV automatically determines federal v. state (CFAP) eligibility based on information entered into the system.

The following chart shows the federal eligibility criteria each eligible noncitizen must meet to be federally eligible, and some common forms of verification. If the eligible noncitizen does not meet one of the following federal eligibility criteria, see the CFAP Chapter of this handbook for state (CFAP) eligibility.

The noncitizen is one of the following Eligible Noncitizen		And meets at least ONE of the following federal eligibility criteria...		
		Status	Criteria	Verification
<ul style="list-style-type: none"> • Lawful Permanent Resident (LPR) • Conditional Entrant • Parolee for 1 year or more <p>The noncitizen must meet <u>one</u> of these statuses in order to be considered federally eligible for CalFresh.</p> <p>→</p>	①	LPR with 40 qualifying work quarters: <ul style="list-style-type: none"> • From his/her own work, and/or • From parent, stepparent, and/or spouse's work 	See the "Qualifying Quarters" section of this handbook	<ul style="list-style-type: none"> • IEVS • TAD QA2
	②	Has had this USCIS status for five years or more	Entered or obtained this status at least five years prior to month of eligibility	USCIS document or SAVE showing Entry Date or date status was granted.
	③	<ul style="list-style-type: none"> • Veteran of the U.S. armed forces, or • Individuals on active duty in U.S. military 	Veteran must: <ul style="list-style-type: none"> • Be honorably discharged for reason other than alienage, and • Have met minimum active duty requirement of 24 months or period for which called to active duty 	<ul style="list-style-type: none"> • Form DD 214 – Discharge • Form DD2 – Veteran's ID
	④	World War II/Post WWII Philippine Veteran	Persons who served with the Philippine Commonwealth before 7/1/1946 or during WWII or as Philippine Scouts after the war	Applicant's sworn statement and/or verification of Philippine Veteran status
	⑤	Spouse or widow of U.S. military active duty personnel or veteran	<ul style="list-style-type: none"> • Married at least one year and not remarried • Married for any period of time if a child was born during or prior to the marriage • Married within 15 years of military service in which an injury or disease was incurred or aggravated 	Documentation to prove: <ul style="list-style-type: none"> • Military connection, and • Marriage or birth
	⑥	Child(ren) of U.S. military active duty or veteran	Biological or legally adopted children who are: <ul style="list-style-type: none"> • Unmarried, and • Dependent 	
	⑦	Currently under 18		
	⑧	Born on or before 8/22/31 AND... legally in the U.S on 8/22/96		Verification of age and entry date.
	⑨	Disabled or Blind: Determined permanently blind or disabled per SSA disability criteria. Including DDSD (Medi-Cal) eligibles.	Receiving disability benefits based on SSA criteria (see Chapter 1 "Disabled household Member" definition for a list of qualifying benefits)	Proof of receipt of qualifying disability benefits

Note: If the eligible noncitizen meets federal eligibility criteria but his/her verification is not listed here, contact PDD for further assistance.

Continued on next page

Noncitizens, Continued

Federal eligibility (continued)

The noncitizen is one of the following "Eligible Noncitizens"...	And meets one of the following federal eligibility criteria ¹ ...		
	Status	Criteria	Verification
Battered Noncitizen with pending petitions for LPR status per INA section 204(a)(1)(A) or (B) or 244(a)(3)	<ul style="list-style-type: none"> Battered Noncitizen or victims of extreme cruelty Noncitizen whose child has been abused Child who lives in the same home a battered/abused parent 	<p>Must meet one of the above federal eligibility criteria and verification AND is:</p> <ul style="list-style-type: none"> Battered/abused by spouse or by a parent of the noncitizen or by a member of spouse's or parent's family living in the same house and spouse or parent allowed battery or abuse. Agency believes there is a connection between battery and the need for benefits. Battery may be physical, sexual, mental, neglect of medical needs or stalking. <p>Note: Eligibility does not exist during any period in which the individual responsible for the battery or cruelty resides in the same household as the victim.</p>	<p>Sworn statement of abuse by victim, plus: Verification of petition for permanent status, or Police, government agency or court records or files, or documentation from a domestic violence program, legal, clinical, or medical professional who has rendered assistance, or Statement from another individual who has knowledge of the circumstances that provided basis for the claim, or Physical evidence of abuse</p> <p>Note: If no other evidence of abuse can be provided, the statement can be accepted if county makes a determination, documented in writing in case file, stating that the customer is credible.</p>
<ul style="list-style-type: none"> Refugee Trafficking Victim Asylee Deportation Withheld Cuban/Haitian Entrant Amerasian 	See page 5-11 "Eligible Noncitizen Status" for acceptable verification. No additional noncitizen verification is needed for federal eligibility.		
Hmong/Highland Laotian tribal members who aided U.S. Personnel in Vietnam			
Canadian or Mexican Born Cross Border American Indians			

¹ If the eligible noncitizen does not meet any of the above federal eligibility criteria, go to the CFAP sections for state (CFAP) eligibility determination.

² This is a listing of the more common USCIS documentations. If the eligible noncitizen meets one of these federal criteria, but his/her verification is not listed here, contact PDD for further assistance.

Noncitizen Verification Process

Unavailable verification

If a legal noncitizen does not have verification of eligible noncitizen status (they provide no verification), they can be eligible for up to six months pending USCIS response:

- Get a statement of the reason why verification is unavailable.
 - The household or the Eligibility Worker (EW), with the household's permission, will contact USCIS and request verification of the noncitizen's status.
 - If otherwise eligible, the noncitizen is eligible for CalFresh pending the results from USCIS for up to six months from the date of the original request for verification.
 - Set a Task for the six-month period.
 - After six months, if the household has not provided acceptable verification of eligible noncitizen status, discontinue the noncitizen and count as an ineligible noncitizen.
-

Questionable verification

If a legal noncitizen has provided USCIS documentation but it is questionable (such as an expired I-551 card), the noncitizen can be eligible indefinitely, pending clarifying verification:

- Do not deny, delay, reduce or terminate the individual's benefits based on immigration status. If otherwise eligible, count as an eligible noncitizen.
 - Resolve the questionable information through another source, such as SAVE or secondary SAVE results that confirms the noncitizen's status.
 - If unable to resolve (i.e. SAVE and secondary SAVE results show the noncitizen is ineligible), discontinue the noncitizen and count as an ineligible noncitizen.
-

Contacting USCIS

Noncitizens may authorize the County agency to contact USCIS for verification of their noncitizen status (form G-845S). Such authorization must be in writing. (Authorization is given when the customer signs the CalFresh application)

If the noncitizen does not want to contact USCIS and does not authorize the County to do so, give the household the option of:

- Withdrawing the application, or
 - Participating without the particular noncitizen (count as an ineligible noncitizen).
-

SAVE

Verification of all noncitizens must be processed through the SAVE system.

- All information received from SAVE must agree with that given by the applicant.
 - If information from SAVE does not agree with the information given by the applicant, the EW will request secondary verification by completing form G-845 and submitting it to USCIS. The applicant will be entitled to receive CalFresh benefits pending verification
-

Continued on next page

Noncitizen Verification Process, Continued

CalFresh / CalWORKs noncitizen expired verification chart

When a household member's noncitizen verification has expired, the EW must determine whether or not the noncitizen remains eligible. Eligibility will depend on the type of aid requested/received and the type of verification the noncitizen has provided.

If the noncitizen's verification has expired and the noncitizen would be eligible if the verification was current, use the following chart to determine whether or not the noncitizen is eligible to CalFresh and/or CalWORKs:

Noncitizen Verification	CalWORKs Acceptable Verification	CalFresh Acceptable Verification
Expired Noncitizen Card, and noncitizen has applied for a new card and has the receipt	Yes (See Note 1)	Yes (See Note 2)
Expired Noncitizen Card, and noncitizen has applied for a new card but does not have a receipt	Maybe (See Note 3)	Yes (See Note 2)
Expired Noncitizen Card, and noncitizen has not applied for a new card	No	Yes (See Note 2)
USCIS receipt only with noncitizen number	Yes (See Note 1 and Note 3)	Yes (See Note 2)

Notes:

1. Obtain a copy of the USCIS receipt showing the noncitizen has applied for a new card. Set a Task for follow-up in three months to see if the noncitizen has received his/her new card.
2. The noncitizen is eligible indefinitely pending verification such as SAVE or G-845S information confirming his/her eligible noncitizen status.
3. Send noncitizen information through SAVE. If SAVE states:
 - The noncitizen is eligible, then aid the noncitizen and set a Task for follow-up in three months to see if the noncitizen has received his/her new card.
 - "Institute Secondary Verification", then institute secondary verification and discontinue the noncitizen as soon as possible with adequate and timely notice. Once secondary verification is received, if the noncitizen qualifies as an eligible noncitizen, the discontinuance can be rescinded and benefits can be restored back to the date of discontinuance.

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Noncitizen Verification Process, Continued

Hmong / Highland Laotian tribal members – Acceptable verification

The following table describes acceptable USCIS documentation to use when determining CalFresh eligibility (federal) based on Hmong/Highland Laotian tribal member status.

Item to check	What to look for
Date of Birth (DOB)	DOB before 5/8/75
Country of Birth (COB)	COB coded 203 (Laos) If the COB is one of the following it <i>may</i> be acceptable if the customer can offer a reasonable explanation as to why they were not born in Laos: 201 (Cambodia) 248 (Indonesia) 236 (Thailand) 260 (Philippines) 245 (China) 266 (Vietnam)
Refugee Code	RE1, RE2, RE3, RE6, RE7, RE8, R86, IC6, IC7 If not a refugee, ask the applicant about the circumstances of his/her immigration to the U.S. Some Hmong/Highland Laotians sought asylum in other countries and entered the U.S. later as immigrants. If the applicant is able to substantiate the circumstances of his/her immigration, note that in the case record and accept.
Entry Date	April 1975 or later
Affidavit/Sworn Statement	If the individual meets all four items, s/he must sign an affidavit in which s/he swears, under penalty of law, that s/he was a member of a Hmong or Highland Laotian tribe between 8/5/64 and 5/7/75. Note: This statement by itself is insufficient to establish a person as a Hmong or Highland Laotian tribal member.

If the applicant fails one or more of the items in the preceding chart:

- Ask the individual for any other documentation establishing his/her tribal membership.
- Consider all relevant information or documentation when making the final determination.

If there is still not enough evidence to connect him/her as an eligible member of a Hmong/Highland Laotian tribe, no eligibility for CalFresh exists as a tribal member.

Individuals, who have not been able to verify their tribal membership, should be referred to an organization which helps with immigration for assistance in obtaining further verification/documentation.

Continued on next page

Noncitizen Verification Process, Continued

**Relative of
Hmong /
Highland
Laotian tribal
member –
Acceptable
verification**

All individuals seeking eligibility based on relationship to tribal member must verify the following:

- Tribal member status of the person to whom they are related,
- That the tribal member, unless deceased, is lawfully residing in the United States,
- Their own identity, and
- Proof of relationship

If relationship is/was...	Then verify...
Spouse	<ul style="list-style-type: none">• Marriage to tribal member• That he/she is still married to tribal member Note: Divorced spouses do not qualify
Widow/er	<ul style="list-style-type: none">• That the deceased spouse was a tribal member. Whether or not tribal member lived in U.S. does not affect eligibility of applicant.• Marriage to tribal member• Marriage ended by death, not divorce
Unmarried Dependent Child(ren)	<ul style="list-style-type: none">• Born to a tribal member, and• Child is the unmarried dependent child of a tribal member, OR• Was dependent upon deceased parent at the time of parent's death, and• Child is under 18 years of age.

Noncitizen Federal Eligibility – Qualifying Work Quarters

Introduction This section describes federal CalFresh eligibility based on qualifying work quarters. Customers must have a status of Legal Permanent Resident (LPR).

Quarter Determination A quarter is based on the earned wages covered by Social Security and non-Social Security earnings if sufficient verification is obtained proving earnings exist. Social Security determines yearly the amount of earnings needed to equal a quarter of credit.

Quarters per Year A maximum of four (4) calendar quarters can be earned, depending on the years the wages were earned, either per quarter or from the year's total earnings (See "Quarters of Coverage" chart).

How quarters are obtained Quarters may be credited to an individual if earned by:

- The individual
- The individual's natural or adoptive parent(s) for the period when the individual was under the age of 18. Quarters earned before a child's birth are also countable
- The individual's stepparent for quarters earned while the individual was under age 18 if:
 - The stepparent is married to the natural/adoptive parent (the stepparent relationship still exists) unless terminated by death, and
 - The quarters were earned while stepparent relationship was in existence (relationship ceases upon divorce)
- Individual's spouse, but only for quarters earned during the marriage and they remain married or relationship ended solely due to death of the spouse. Credits from both spouses may be combined to achieve 40 quarters for either or both spouses. "Spouse" includes individuals cohabiting and holding themselves out to the community, family and friends as husband and wife. Only quarters earned during the relationship can be counted. Quarters cannot be counted if relationship ends other than by death.

Note: Qualifying quarters obtained by the LPR prior to obtaining legal status (undocumented) may be used to determine eligible quarters.

Discrepancies in Social Security Quarters If there are discrepancies in the Social Security quarters, individuals should contact the Social Security Administration for a review. The Social Security office will provide a document indicating the number of qualifying quarters under review. During the review the individual may be eligible for up to six (6) months or until the review is completed, whichever is first. If the individual is later found to be ineligible, an overissuance is computed as an inadvertent Household Error (IHE).

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Noncitizen Federal Eligibility – Qualifying Work Quarters,

Continued

Verifying quarters

There are several methods to verify quarters for CalFresh eligibility:

- **Income and Eligibility Verification System (IEVS)**: Through an interface with SSA, work quarters are automatically generated when an USCIS Alien Number is entered into the system when IEVS is requested. IEVS can also be used to obtain the quarter history on other family members who do not have an Alien Number by entering a dummy Alien Number 7777777777.
- **Medi-Cal Eligibility Data System (MEDS)**.
- **Personal Earnings and Benefit Estimate Statement (PEBES)**: Generated when the individual completes a SSA-7004 (SSA form) and mails it to **Social Security Administration (SSA)** in Pennsylvania. **SSA** will mail PEBES report to the individual.
- **Summary Earnings Query (SEQY)**: Report is generated when an individual goes to a SSA office and makes a request.
- Documentation of Non-covered Social Security wages, such as:
 - Copy of W-2 or W-2c forms
 - Copy of federal/state income tax return with photocopy of W-2 and/or W-2c
 - Employer prepared wage statements

Expedited Service (ES) benefits: Issue benefits if it appears the individual has 40 quarters of coverage. Do not issue additional benefits until verification is received. When received, issue retroactive benefits.

Quarters not counted

The following quarters are not counted toward CalFresh eligibility:

- Any quarter after 12/96 when any federal means-tested benefits (CalWORKs/TANF, federal CalFresh, Medi-Cal/Medicaid, **Supplemental Security Income (SSI)**) were received by the:
 - Individual,
 - Individual's spouse, or
 - Parent of individual (while individual was under age 18).
- Any quarter that has not yet ended.

Note: Quarters can be used if receiving state-only **California Food Assistance Program (CFAP)** CalFresh.

Current or preceding year quarters not yet showing

Current and preceding year quarters that do not appear in IEVS due to Social Security processing time of employer reports (lag quarters) may not show in **IEVS**. If an individual claims to have more quarters and needs them to be eligible, **he/she** must provide employer prepared wage verification, W-2 forms, or copies of **Internal Revenue Service (IRS)** tax returns verifying that Social Security taxes were paid for the quarters.

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Noncitizen Federal Eligibility – Qualifying Work Quarters,

Continued

Length of a quarter

A quarter is a three month calendar period ending 3/31, 6/30, 9/30 or 12/31.

- No quarters are available prior to 1937.
- For years prior to 1978, qualifying earnings had to be earned during the calendar quarter of credit.
- Beginning 1/1/78, quarter credits were based on earnings for the entire year. If earnings are high enough, an individual can earn all four credits by working only one quarter.

Employment Type	Credits
Employment	One credit was earned for each calendar quarter in which an individual was paid a minimum of \$50 in wages.
Self-employment	Four credits were earned for each taxable year in which an individual's net earnings from self-employment were \$400 or more.
Agricultural wages	<ul style="list-style-type: none">• From 1951 through 1954, one credit was earned for each calendar quarter in which an individual was paid a minimum of \$50 in wages.• From 1955 through 1977, one credit was earned for each \$100 paid during the year (limited to a total of 4).
Other wages	One credit was earned for each calendar quarter in which an individual was paid a minimum of \$50 in wages.
Computation	<ul style="list-style-type: none">• Utilize the TAD QA 2 – Noncitizen Eligibility Determination and Work Quarter Calculation to compute the individuals total credits.• The TAD QA 2 lists the yearly table from 1972 through the current year.

Note: Quarters from current/prior year will not be included in the IEVS report. **DO NOT** credit quarters that have not ended.

TAD QA 2

Eligibility Workers (EWs) will use the TAD QA 2 at Re-Evaluation/Recertification (RE/RC) and when citizenship status changes to determine if:

- The noncitizen household member meets *eligible noncitizen* criteria for CalFresh and/or CalWORKs eligibility, and
- An *eligible noncitizen* household member is eligible to federal or state CalFresh and/or CalWORKs benefits.

See the Forms and Procedures (F&P) Guide in the Transitional Assistance Department (TAD) online Forms Catalog for specific instructions regarding the completion of the TAD QA 2.

Ineligible Noncitizens

Introduction

Household members who have been determined to be ineligible noncitizens are ineligible to benefits. This section describes how to identify and to treat ineligible noncitizen household members.

Ineligible noncitizen determination

Count household members as **ineligible noncitizens** in the following situations:

A household member is identified as a noncitizen, and

- The household is unwilling or unable to give sufficient information about the member's noncitizen status to determine eligible noncitizen status, and does not want USCIS contacted for verification (unable to follow "Unavailable Verification" or "Questionable Verification" procedures), **or**
- The noncitizen gives verification about their noncitizen status, but it shows their USCIS status does not appear on the "Eligible Noncitizens" chart (if unsure, contact the Program Development Division (PDD) for further assistance). **or**
- Per "Unavailable Verification" procedures, the noncitizen was receiving CalFresh benefits pending USCIS verification, but after six months is still unable to provide acceptable verification of eligible noncitizen status, **or**
- Per "Questionable Verification" procedures, clarifying information was requested and the noncitizen was receiving CalFresh benefits pending receipt, but verification was then received showing ineligible noncitizen status, **or**
- The noncitizen is subject to sponsorship rules (deeming) but s/he or the sponsor fail or refuse to cooperate.

A household member is identified as a U.S. citizen, but

- U.S. citizenship is questionable AND acceptable verification of U.S. citizenship is unavailable (such as a birth certificate or a statement from a U.S. citizen declaring the household member is a U.S. citizen).
- **Example:** Noncitizen parents report that their two children are U.S. citizens, and child #1 was born in the U.S. but child #2 was born in Mexico. Since U.S. citizenship for child #2 is questionable, the Eligibility Worker (EW) requests verification. However, there is no CalWORKs case to verify U.S. citizenship, and the household does not provide a birth certificate, religious record, etc. nor a statement from a U.S. citizen declaring the child is a U.S. citizen. Therefore, the EW must count child #2 as an ineligible noncitizen.

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Ineligible Noncitizens, Continued

Resources	If the household is not considered Modified Categorical Eligible (MCE) the resources of an ineligible noncitizen household member are counted in their entirety to the remaining household members.
Income	<p>A prorata share of an ineligible noncitizen household member's income is counted to the remaining household members.</p> <p>The basic formula to budget the income of ineligible noncitizens is shown in the Budgeting Chapter of this handbook.</p>
Eligibility and benefit level	<p>Ineligible noncitizen household members are not included in determining the household size for:</p> <ul style="list-style-type: none">• Benefit level• Monthly income eligibility standards• Increased resource limit for elderly or disabled noncitizens does not apply• Categorical eligibility of the remaining household members
Reporting of undocumented noncitizens	<p>Agency staff is required to immediately inform the local USCIS office when it is discovered that a CalFresh household member (<i>eligible</i> or <i>ineligible</i>) is <u>under Order of Deportation</u>.</p> <p>The reporting to USCIS of persons under order of deportation is restricted to information obtained as follows:</p> <ul style="list-style-type: none">• The noncitizen or other household member volunteers the information• Documents in the CalFresh case record• USCIS documents showing the individual to be under order of deportation
CFAP	For eligibility criteria, for the California Food Assistance Program (CFAP), see the CFAP section of this chapter.

Noncitizens – Victims of Human Trafficking

Introduction

Prior to 2000, a comprehensive federal law did not exist to protect victims of human trafficking. The Federal Trafficking Victims Protections Act of 2000, created a new nonimmigrant visas, the “T” Visa, for victims of a severe form of trafficking in persons, which allowed these individuals to remain in the United States (U.S.). Effective January 1, 2007 with the implementation of SB 1569, victims of human trafficking, became eligible to qualify for either state only or federal CalFresh benefits.

Noncitizens determined eligible for state funded benefits, under the provisions of SB 1569, would be ineligible for federal CalFresh benefits, based solely on their non-citizenship status but shall be eligible for CalFresh under the California Food Assistance Program (CFAP).

This section describes how to identify and treat noncitizens, which are eligible as victims of human trafficking.

Definition

Federal Law defines “severe forms of trafficking in persons” to mean:

- Sex trafficking in which a commercial sex act is induced by force, fraud, coercion, or in which the person induced to perform such acts has not attained 18 years of age; or
 - The recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.
-

Determining eligibility

In determining eligibility under SB 1569 for victims of human trafficking, the customer’s trafficking status must first be determined based on all relevant information.

A sworn statement by the victim or (by a representative if the victim is not able to competently make a sworn statement) is sufficient if accompanied with at least one additional verification from the following list:

- Police, government agency or court records or files.
- News articles
- Documentation from a social service, trafficking, or domestic violence program, or a legal, clinical, medical, or other professional from the applicant or recipient has sought assistance in dealing with the crime.
- A statement from any other individual with knowledge of the circumstances that provided the basis for the claim.
- Physical evidence.
- A copy of a completed visa application
- Written notice from USCIS of receipt of the T Visa application.

Note: If additional verification is not available then use the customer’s statement and Journal entry to document reason.

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Noncitizens – Victims of Human Trafficking, Continued

State funded Benefits

Policies and procedures used in determining eligibility for benefits will be based on the program rules for refugees such as beginning date of aid, grant computation etc.

Human trafficking victims are eligible to state funded benefits only, and these benefits will be terminated, when the Office of Refugee Resettlement (ORR) certifies the customer, as they are now eligible to federal benefits.

Note: Claiming will change from state only to federal effective the date of certification without a break in aid and federal program rules shall apply.

Social Security Number (SSN) requirement

Human trafficking victims are not required to provide or apply for a social security number (SSN) as a condition of eligibility for **state-funded** CalFresh benefits.

Work Registration

These customers who may not have work permits, social security numbers and visas are not authorized to work. They will be exempt from:

- Able-Bodies Adult Without Dependents (ABAWD) work requirements
 - Work participation requirements,
 - Penalties for voluntary quit, or reduction of work hours, and
 - Sanctions.
-

Battered Noncitizens

Introduction	This section contains information regarding battered noncitizens including eligibility, requirements and funding.
Definition	Battered is a term applied to noncitizens that have been abused while in the United States (U.S.) by a spouse or parent, or by a member of the spouse, or parent's family residing in the same household as the noncitizen. Children of the battered noncitizen are considered <i>derivative beneficiaries</i> to the parent's battery and obtain the status of battered if the children are under the age of 21.
Who is a battered noncitizen?	<p>Federal law allows some battered noncitizens to be eligible for Federal CalFresh as a <i>qualified noncitizen</i> if they meet specific requirements. Battered noncitizens include:</p> <ul style="list-style-type: none">• Violence Against Women Act (VAWA) petitioners, family petitioners, and• Cancellation of removal/suspension of deportation petitioners. <p>Depending on the circumstances of domestic abuse, battered noncitizens may also fall under the "U" Visa requirements. See the Noncitizens – Victims of Domestic Violence and Other Serious Crimes section of the chapter.</p>
Requirements	<p>In order to be considered a battered noncitizen all the following requirements must be met:</p> <ol style="list-style-type: none">1. The noncitizen has an approved petition or a pending petition which sets forth a prima facie (apparent) case from USCIS or the Executive Office for Immigration Review.2. The noncitizen or the noncitizen's child to parent has been battered or subjected to extreme cruelty within the United States by his/her spouse, parent or member of family residing in the same household.3. There is a connection between the abuse and the need for benefits.4. The noncitizen no longer resides with the batterer. <p>Note: Children not listed on the USCIS approval documentation or the prima facie notice are eligible for the same benefits as the battered noncitizen.</p>

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Battered Noncitizens, Continued

Eligibility and funding

The chart below provides the eligibility guidelines and funding source for noncitizens that meet the battered noncitizen criteria:

If the battered noncitizen...	And their immigration status is...	Then the funding is...
Meets all four requirements and is determined to be a Legal Permanent Resident (LPR).	Qualified Noncitizen	Federal
Is not an LPR	CFAP	State Only

Noncitizens – Victims of Domestic Violence and Other Serious Crimes

Introduction

Prior to 2000, a comprehensive federal law did not exist to protect victims of domestic violence or other serious crimes. The Federal Trafficking Victims Protections Act of 2000, created a new “U” Visa, for victims of criminal activity, which allowed these individuals to remain in the United States (U.S.). Effective January 1, 2007 with the implementation of SB 1569, victims of domestic violence and other serious crimes are eligible to qualify for either state only or federal CalFresh benefits.

Noncitizens determined eligible for state funded benefits under the provisions of SB 1569 would be ineligible for federal CalFresh benefits based solely on their non-citizenship status. They will however, be eligible for CalFresh under the California Food Assistance Program (CFAP).

This section describes how to identify and treat noncitizens, which are eligible as victims of domestic violence and other serious crimes.

Note: EWs can no longer accept U Visa Interim Relief applications filed after October 17, 2007 for documentation.

Definition

Federal law defines noncitizen victims of serious crimes as aliens who:

- Have suffered substantial physical or mental abuse as a result of having been victims of criminal activity, involving, or similar to: rape, torture, trafficking; incest; domestic violence; sexual assault; abusive sexual contact; prostitution; sexual exploitation; female genital mutilation; being held hostage; peonage; involuntary servitude; slave trade; kidnapping; abduction; unlawful criminal restraint; false imprisonment; blackmail; extortion; manslaughter; murder; felonious assault; witness tampering; obstruction of justice; perjury; or attempt; conspiracy or solicitation to commit any of the above mentioned crimes; and,
 - Possess information concerning criminal activity (or in the case of an alien child under the age of 16, the parent, guardian, or adult representing the child); and
 - Have been helpful, are being helpful, or are likely to be helpful to a federal, state, or local law enforcement official, prosecutor, or judge or to the other federal, state, or local authorities investigating or prosecuting criminal activities described above (or in the case of an alien child under the age of 16, the parent, guardian, or adult representative of the alien is helpful).
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Noncitizens – Victims of Domestic Violence and Other Serious Crimes, Continued

Determining eligibility

Victims of human trafficking, domestic violence and other serious crimes are eligible to state-funded services only when a request for a U Visa has been filed with or granted by the USCIS. In determining eligibility for these applicants, the EW must verify that a request for an application U Visa has been filed or granted. New applicants must present evidence they have filed for a U Visa (or have obtained one) if they do not have proof they filed for U Visa Interim Relief before October 17, 2007. Acceptable documentation of the request may include, but is not limited to:

- A Notice of Action (Form I-797) approving U Visa Interim Relief based on a request filed prior to October 17, 2007; or
- A confirmation receipt or letter from USCIS verifying that a request for U Visa Interim Relief was filed prior to October 17, 2007; or
- A Form I-797 which serves as a fee receipt for an employment authorization request based on a request for U Visa Interim Relief filed prior to October 17, 2007; or
- A confirmation receipt or letter from USCIS verifying that a Petition for U Nonimmigrant Status (Form I-918) has been filed (Form I-918 available for download at: <http://www.uscis.gov/files/form/I-918.pdf>); or
- A Form I-797 approving a U Visa; or
- A Form I-797 which serves as a fee receipt for an employment authorization request based on a U Visa application; or
- A completed copy of Form I-918. If the only available evidence is the completed copy of the I-918, the applicant must provide, within a reasonable time, verification from USCIS that it was submitted; or
- An employment Authorization Document (EAD) issued under Category "A19" or "A20" for an approved U Visa petitioner.

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Noncitizens – Victims of Domestic Violence and Other Serious Crimes, Continued

Existing U Visa Interim Relief cases

USCIS has indicated that petitioners who have previously been granted interim relief and have filed a Form I-918 for a U Visa will have their interim relief extended until USCIS completes its adjudication of the application. Therefore, cases determined eligible based on a request for U Visa Interim Relief prior to October 17, 2007 may remain eligible if a:

- U Visa application has been filed
- U Visa has been issued; or
- Denial of interim relief has been issued.

When discussing elements of the new rule with recipients, EWs **will not** provide advice that may be legal in nature. EWs may suggest to recipients that they:

- Consult an immigration attorney,
- A legal aid representative; or
- Other appropriate party for assistance in applying for a U Visa.

Eligibility requirements

Customer is eligible for state-funded benefits if they meet all program and eligibility requirements. If customer meets all requirements and:

If customers U Visa is...	Then the customer...
Granted,	Remains eligible for state-funded CalFresh.
Denied,	Is no longer eligible for state funded CalFresh.

Note: Program time limits still apply.

Social Security Number (SSN) requirement

Victims of domestic violence and other serious crimes are not required to provide or apply for a social security number (SSN) as a condition of eligibility for **state-funded** CalFresh benefits.

Work registration

These customers who may not have work permits, social security numbers and visas are not authorized to work. They will be exempt from:

- Able-Bodies Adult Without Dependents (ABAWD) work requirements
- Work participation requirements,
- Penalties for voluntary quit, or reduction of work hours, and
- Sanctions.

Sponsored Noncitizens

Introduction USCIS requires some immigrants to prove they will not become a public charge (dependent on certain public benefits) in order to be admitted to the U.S. One way an immigrant can prove this is by being sponsored, which means a sponsor agrees to support them financially if needed while in the U.S. This section describes how to identify sponsored noncitizens, determine if they are subject to sponsorship rules, and deem the sponsor's income/resources.

Overview The following is an overview of sponsored noncitizens:

- Not all noncitizens are sponsored: A noncitizen may or may not be sponsored depending on their USCIS status and circumstances.
 - Before 12/19/97, sponsorships expired after three years. Effective 12/19/97, those noncitizens who are sponsored are sponsored for life.
 - A sponsored noncitizen can be eligible for CalFresh, but sponsorship rules require a portion of the sponsor's own resources and income be counted, or "deemed", as the noncitizen's income/resources in the CalFresh budget. Some sponsored noncitizens are exempt from sponsorship rules (see Exemptions from sponsorship rules block in this section).
 - If a sponsored noncitizen is exempt from sponsorship rules, the sponsor's own resources and income are not used in the noncitizen's CalFresh budget. Use only the amount of cash the household actually receives from the sponsor and other sources.
-

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Sponsored Noncitizens, Continued

Determining Sponsorship status

When a customer identifies themselves as a noncitizen, the following chart outlines what steps to take:

Step	Action
1 Determine Sponsorship Status	<p>If a customer identifies themselves as a noncitizen, determine if they are sponsored or not by reviewing the following:</p> <ul style="list-style-type: none">• The customer's statement: Did the customer state they are not sponsored and there is no questionable information?• The customer's USCIS status: Is the customer a noncitizen who is not required to be sponsored (refugee or asylee)?• Termination of sponsorship obligation: Did the customer enter before 12/19/97 or does the customer meet one of the "Termination of Sponsorship Obligation" conditions? <p>If "yes" to any of the above, do not apply sponsorship rules.</p>
2 Determine Exemptions	<ul style="list-style-type: none">• If sponsored, determine if the sponsored noncitizen meets one of the Exemptions from sponsorship rules block in this section.• If exempt, do not apply sponsorship rules.
3 Apply Sponsorship Rules (Deeming)	<p>If sponsored and not exempt, apply sponsorship rules: See the Deeming Sponsor's Resources and Income section of this Chapter to determine how much of the sponsor's own resources/income to count to the sponsored noncitizen.</p>

Opting out of the CalFresh application

Adult sponsored noncitizens may decide to opt out or remove themselves from the application for CalFresh. The sponsored noncitizen has the choice of either:

- Providing the sponsor's information, or
- Opting out of the application.

The opting out noncitizen:

- May apply for others in the household, and
- Is treated as an ineligible noncitizen.

Opting out must be done before an eligibility determination has been made on the application.

Sponsored Noncitizens, Continued

Determining sponsorship status

USCIS does not require all immigrants to be sponsored. Normal USCIS documents do not show if the noncitizen is sponsored, and a sponsored noncitizen may not have a copy of their Affidavit of Support (I-864). To determine if the noncitizen is sponsored, explore information from the interview, verifications and the Statement of Facts about their immigration status and circumstances.

Verifications

Most individuals who immigrate to the United States as family members must now have a sponsor – someone who signs an affidavit promising to provide enough financial support to maintain the noncitizen at or above 130 percent of the Federal Poverty Level (FPL) or 100 percent for active duty military if they are sponsoring their spouse or children.

The following Affidavits of Support are legally enforceable:

- Affidavits of Support (I-864) filed on or after December 19, 1997, and
- Affidavits of Support attachment I-864A.

Customers must provide a copy of the Affidavit of Support, if not available, the eligibility worker (EW) must submit a copy of the G-845 Supplement, Document Verification Request Supplement (available on the TAD Forms Catalog) to USCIS.

Note: When submitting the G-845 Supplement to USCIS send copies of the G-845S and any noncitizen verifications provided by the customer.

Affidavit of Support – I-134

The Affidavit of Support (I-134) is **not** considered a legally binding document; therefore, deeming rules do not apply. Apply regular noncitizen rules and regulations.

Noncitizens who are not sponsored

The following noncitizens are not required to have a sponsor:

- Refugees,
 - Parolees,
 - Asylees,
 - Cuban or Haitian Entrants,
 - Amerasians,
 - Trafficking victims and victims of violent crime,
 - Noncitizens granted withholding of deportation,
 - Noncitizen whose deeming periods have ended, and
 - Individuals under age 18
-

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Sponsored Noncitizens, Continued

Noncitizens who may be sponsored

Legal Permanent Residents (LPRs) may or may not be sponsored. The following chart will help you determine if the noncitizen is sponsored and what actions to take:

If the noncitizens...	Then the Eligibility Worker (EW) will...
States they are not sponsored	Assume they are not sponsored, unless questionable (see below).
Gives questionable information (unclear or inconsistent with information from the current or previous application or from another source)	Clarify the situation using existing information and narrate. <i>Examples:</i> The noncitizen states they are not sponsored but on a previous case they had reported they were sponsored: #1: USCIS documents show they entered the U.S. before 12/19/97, indicating that sponsorship would have terminated by now. Sponsorship rules are not applied. #2: The customer has 40 qualifying work quarters showing the sponsor's obligation has terminated. Sponsorship rules are not applied. #3: The customer's sponsor receives CalFresh benefits, exempting the noncitizens from sponsorship rules. Sponsorship rules are not applied. If unable to clarify with existing information, initiate secondary SAVE requesting a copy of the I-864, if any.
Does not know if they are sponsored	*Assume they are sponsored and initiate secondary SAVE requesting a copy of the I-864, if any. Submit the G845S, the G845 Supplement to USCIS along with all required documentation.
States they are sponsored and the sponsor cooperates	*Apply sponsorship rules.
States they are sponsored but fails to get sponsor's cooperation or sponsor refuses to cooperate	*Deny benefits for the sponsored noncitizens. Remaining household members may still be eligible. To determine the household's eligibility/benefit level, the ineligible sponsored noncitizens is considered an ineligible noncitizens (excluded).

* Unless the sponsorship would have terminated or the noncitizen is exempt. See "Termination of Sponsorship" and "Exemptions from Sponsorship Rules".

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Sponsored Noncitizens, Continued

Termination of sponsorship

When a sponsorship expires or terminates, the noncitizen is no longer subject to sponsorship rules (deeming). Sponsorship expires due to the following reasons:

- Before 12/19/97, sponsorships expired after three years.
 - Effective 12/19/97, sponsors are required to sign an I-864 or I-864A Affidavit of Support agreeing to support the noncitizen for their *lifetime*. This obligation is terminated only when:
 - The noncitizen becomes a U.S. citizen, or
 - The noncitizen obtains 40 qualifying work quarters, or
 - The noncitizen leaves the U.S. permanently, or
 - The noncitizen dies, or
 - The noncitizen's sponsor dies.
 - While CFAP eligible, sponsorships are always considered expired after three years (whether before or after 12/19/97). Therefore, the sponsored noncitizen is not required to provide sponsorship information/verification during the 4th and 5th year of their sponsorship.
 - While under age 18, sponsorship deeming does not apply.
-

Exemptions from sponsorship rules

The following sponsored noncitizens are exempt from the sponsorship rules (exempt from deeming – use only actual cash received from the sponsor):

- A noncitizen whose sponsor is participating in CalFresh whether or not the sponsor is included in the noncitizen's household.
Example 1: A husband and wife apply for CalFresh benefits; the husband is the wife's sponsor.
Example 2: A couple receives CalFresh benefits, the wife's sister, who she sponsored, is a separate household.
 - A noncitizen that is sponsored by an organization or group.
 - A battered noncitizen, per federal criteria (see the Federal eligibility block in the Noncitizen section), whose circumstance demonstrates a substantial connection between the abuse/battery and the need for CalFresh benefits is exempt for 12 months, as long as they do not live with the batterer. After 12 months, the batterer's income and resources will not be deemed if the battery is recognized by a court or USCIS.
 - A noncitizen who is CFAP eligible and under age 18.
 - An indigent noncitizen (see Indigent Noncitizens block).
-

Indigent Noncitizens

Introduction	<p>This section contains information regarding indigent noncitizens, including identifying, budgeting and reporting.</p>
Determination of indigence	<p>Upon receiving an application from an adult sponsored noncitizen, the Eligibility Worker (EW) must first determine whether the household is indigent. A sponsored noncitizen is “indigent” when he/she “is unable to obtain food and shelter”.</p> <p>The term “is unable to obtain food or shelter” is defined to mean that the sum of the following income does not exceed 130 percent of the poverty income guidelines for the household:</p> <ul style="list-style-type: none">• Eligible sponsored noncitizen household’s own income,• Cash contributions actually received from the sponsor and others, and the• Value of any Income In-Kind (IIK) assistance the sponsor and others provide. To determine the monetary value of IIK assistance the sponsor or others provide, use the CalWORKs Minimum Basic Standards of Adequate Care (MBSAC) Table for Region 2 located in the CalWORKs Policy Handbook (CWPBH), Chapter 19, Charts, Tables and Lists. <p>Once the household is determined to be indigent, they are no longer required to provide verification of the sponsor’s income.</p>
Self-declaration	<p>A sponsored noncitizen can self-declare that he or she is indigent and is not being supported by the sponsor or does not know the whereabouts of the sponsor. In this case, a determination of deemed income from the sponsor and verification of the sponsor’s income is not required. An individual can only self-declare indigent status before an eligibility determination has been completed.</p>
Sponsor’s income	<p>If the indigent noncitizen declares receipt of income from a sponsor or any other source, only the amount of income actually received is considered to be the income of the sponsored noncitizen. If the sponsored noncitizen is unable to obtain verification from the sponsor, the EW must accept other verification, including a written statement from the sponsored noncitizen. Indigent households are not denied or terminated if the sponsor does not provide verification if the noncitizen otherwise verifies receipt of the income.</p>
Duration	<p>Once a determination of indigence has been made, the noncitizen remains indigent for 12 months from the date of eligibility, regardless of any secondary information that may be obtained from the Systematic Alien Verification for Entitlements (SAVE) for the sponsor within the household’s certification period. The determination of indigency is valid for a 12 month period and must be determined yearly.</p>

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Indigent Noncitizens, Continued

Sponsor deeming for children

Sponsor deeming rules do not apply to children under the age of 18, regardless of whether the children or anyone in the household is a sponsored noncitizen. If a sponsored noncitizen parent applies for CalFresh benefits only for the children, the parent is not required to provide information regarding the parent's sponsor for purposes of determining the eligibility of the children in the household. In this situation, a prorated share of the noncitizens parent's income should be used to determine eligibility for the children.

Federal Reporting

Upon determination of a sponsored noncitizen being indigent, the county is required to report the indigency determination to the **United States Citizenship and Immigration Services (USCIS)**. Eligibility Workers (EWs) are required to:

- Inform the indigent noncitizen, and the sponsor if possible, either verbally or in writing that the county is required to report their names to USCIS.
- E-mail the following information to the Program Development Division (PDD) CalFresh Program Specialist (PS):
 - Sponsored noncitizen's name, address and alien number, and
 - The sponsor's name, address and alien number (If applicable).**Note:** PDD will report this information annually to USCIS, as required.
- Narrate the action in the case Journal.

If the indigent noncitizen does not have **his/her** sponsor's information, submit the G-845 **S – Document Verification Request Supplement** (available on the TAD Forms Catalog) to USCIS.

Sponsorship Codes

Identifying sponsored noncitizens

The sponsored noncitizen rules apply when the following Section Codes appear on the I-94 or I-551 cards from the United States Citizenship and Immigration Services (USCIS):

A11, A12, A16, A17, A31, A32, A36, A37, A38
B11, B12, B16, B17, B20, B21, B22, B23, B24, B25, B26, B27, B28, B29, B31, B32, B33, B36, B37, B38
BX1, BX2, BX3, BX6, BX7, BX8
C20, C21, C22, C23, C24, C26, C31, C32, C33, C36, C37, C38
CF1, CF2
CR1, CR2, CR 6, CR7
CX1, CX2, CX3, CX6, CX7, CX8
E10, E11, E12, E13, E14, E15, E16, E17, E18, E19, E21, E22, E23, E26, E27, E28, E30, E31, E32, E34, E35, E36, E37, E39, E51, E52, E53, E56, E57
ES1, ES6
EW0, EW3, EW4, EW5, EW8, EW9
F11, F12, F16, F17, F20, F21, F22, F23, F24, F25, F26, F27, F28, F-29 F31, F32, F33, F36, F37, F38, F41, F42, F43, F46, F47, F48
FX1, FX2, FX3, FX6, FX7, FX8
HK1, HK2, HK3, HK6, HK7, HK8
I51, I52, I53, I56, I57, I58
IB1, IB2, IB3, IB6, IB7, IB8
IF1, IF2
IR1, IR2, IR3, IR4, IR5, IR6, IR7, IR8, IR9, IR0
IW1, IW2, IW6, IW7
LB1, LB2, LB6, LB7
MR0, MR6, MR7, MR10
NA3
P11, P12, P16, P17, P21, P22, P23, P26, P27, P28, P31, P32, P33, P36, P37, P38, P41, P42, P43, P46, P47, P48, P51, P52, P53, P56, P57, P58, P61, P62, P63, P66, P67, P68
RN6, RN7
SB1
SD1, SD2, SD3, SD6, SD7
SK1, SK2, SK6, SK7, SK8, SK9
SR1, SR2, SR3, SR6, SR7, SR8
VI5
XA, XA3
XB
XE3
XF3
XN3
XR3

Note: When sponsorship is questionable, the Eligibility Worker (EW) will submit forms G-845S, Document Verification Request and G-845 Supplement, Document Verification Request Supplement, to USCIS to verify sponsorship.

If the customer states he/she is a sponsored noncitizen, but the Section Code on the card does not appear on this list, contact the Program Development Division (PDD) for further instructions.

Deeming Sponsor Resources and Income

Introduction	Individuals who sponsor noncitizens coming to the U.S. agree to help financially support that individual upon arrival. When a noncitizen is subject to the sponsorship provisions, a portion of the sponsor's own resources and income is counted in the noncitizen's CalFresh case.
Whose resources and income are deemed?	<p>Deem the following person's resources and income when they have signed the USCIS Affidavit of Support Form I-864 or I-864A</p> <ul style="list-style-type: none">• The sponsor• The sponsor's spouse
Exemptions to deeming	<p>The sponsored noncitizen is exempt from the deeming rules if he/she:</p> <ul style="list-style-type: none">• Achieves U.S. citizenship,• Has 40 qualifying quarters of work, or• Leaves the U.S. permanently.
Deeming income is not considered	<p>Do not consider a sponsor's income in determining deemed income in the following circumstances:</p> <ul style="list-style-type: none">• The sponsored noncitizen adult opts out of the application and is only applying for his/her children or other eligible household member.• The applicant's household has income below 130 % of the Federal Poverty Level and the household is determined indigent (see the Indigent Noncitizen section of this chapter for more information).• The adult sponsored noncitizen is a domestic violence survivor.

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Deeming Sponsor Resources and Income, Continued

Calculating deemed income

Income deemed available to the noncitizen is determined as follows:

Step	Action
1	Take the total monthly gross earned income from the sponsor and the sponsor's spouse if applicable and multiply by .80.
2	Add the total monthly unearned income from the sponsor and the sponsor's spouse if applicable.
3	Subtract the CalFresh Gross Income Eligibility Limit (see chart in Budgeting Chapter) for household size equal to the sponsor's household size. To determine the sponsor's household size, include the sponsor, sponsor's spouse and any person who is claimed or could be claimed by the sponsor or sponsor's spouse as a dependent for federal income tax purposes.
4	If the sponsored noncitizen shows that their sponsor also sponsors other noncitizens, divide the remaining amount by the total number of noncitizens sponsored who are applying or are members of a household receiving CalFresh.
5	Count the remaining portion (including cents) as unearned income in the sponsored noncitizen's CalFresh budget.

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Deeming Sponsor Resources and Income, Continued

Direct payments to the noncitizen from the sponsor

Direct cash payments to the noncitizen from the sponsor will not be considered as income to the noncitizen **except** in the following two situations:

- When the cash payment amount exceeds the deemed amount, only the portion that is more than the deemed income is considered unearned income to the noncitizen.
 - If the noncitizen is exempt from sponsorship deeming rules, the amount of actual cash payments the noncitizen/household receives from the sponsor is counted as unearned income.
-

Deemed income example

The following is an example of how to calculate deemed income to the noncitizen based upon the situation presented:

- The noncitizen is sponsored by a sponsor and the sponsor's spouse who have both signed the Affidavit of Support, I-864.
Note: Deeming does not occur if the sponsor signed a non-enforceable Affidavit of Support, the I-134.
- The sponsor's gross unearned income is \$2,030.00 for the month.
- The sponsor's spouse is currently not working but is receiving Unemployment Income (UIB) in the amount of \$984.00 monthly.
- There are three children living in the sponsor's household. Two children are adopted by the sponsor and sponsor's spouse and one child is from a previous marriage of the sponsor's spouse.
- The sponsor is currently giving the noncitizen a \$200.00 monthly cash payment.

Step	Action	Result
1	\$2,030.00 gross earned income x .80	\$1,624.00
2	\$1,624.00 earned income + \$984.00 unearned income	\$2,608.00
3	\$2,608.00 – \$2,387.00 Gross Income Eligibility Limit for household size of 5.	\$221.00
4	Total unearned income used in the noncitizen CalFresh budget. The \$200.00 monthly cash payment was not considered as income as the amount did not exceed the \$221.00 deemed.	\$221.00

Trust Territories

Introduction

Formerly known as the Trust Territories of the Pacific Islands, this area is now divided into four separate territories:

- Republic of the Marshall Islands
- Federated States of Micronesia
- Commonwealth of the Northern Mariana Islands
- Republic of Palau

This section explains their eligibility to CalFresh.

Republic of the Marshall Islands

The Marshall Islands are a group of islands formerly under United States (U.S.) administration; they are now an independent nation. Under a Compact of Free Association with the U.S. citizens of the Marshall Islands have special rights. They are technically nonimmigrants and are allowed to enter, reside and work in the U.S.

In order to be eligible to CalFresh, they must apply for and be granted Legal Permanent Resident (LPR) status.

Federated States of Micronesia

Under a Compact of Free Association with the U.S. citizens of the Federated States of Micronesia are allowed to enter, reside and work in the U.S. They are not nationals, citizens or LPRs of the U.S.

In order to be eligible to CalFresh, they must apply for and be granted LPR status.

Commonwealth of the Northern Mariana Islands

Citizens of the Northern Mariana Islands (NMI) were declared citizens of the U.S. under Public Laws 94-241 and 99-239, if certain conditions were met. These individuals must have been issued either:

- A U.S. passport, or
- A certificate of identity issued by the commonwealth of the NMI.

Individuals on the NMI who do not provide either a U.S. passport or certificate of identity, are considered noncitizens, and must meet all noncitizen verification requirements.

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Trust Territories, Continued

Republic of Palau

The republic of Palau has been independent since 1986. Under a Compact of Free Association with the U.S., citizens of the Republic of Palau are allowed to enter, reside, and work in the U.S. According to the USCIS, they are not nationals, citizens, or LPRs of the U.S. They are not precluded from becoming LPRs, if otherwise eligible.

To be eligible to CalFresh they must meet the required noncitizen verification and possess LPR status with the appropriate documentation.

California Food Assistance Program (CFAP)

Introduction

In 1996 the Welfare Act changed eligibility requirements for the federally-funded CalFresh, thereby making some immigrants no longer eligible. California subsequently created the California Food Assistance Program (CFAP) allowing many immigrants, no longer eligible to the federal program, to have eligibility to state-funded food assistance. This means that some allotments are funded by the federal government, some by the state of California, and some allotments are funded by both. It is important to correctly identify and document all noncitizen information so that benefits are correctly funded.

This section describes how to identify and treat eligible noncitizens who are CFAP eligible.

Determining CFAP eligibility

When a household member is identified as an eligible noncitizen (see the Eligible noncitizens block in the Noncitizens section of this chapter), but does not meet the criteria to be eligible to federal CalFresh benefits (see the Federal eligibility block of the Noncitizens section), the noncitizen is eligible to state (CFAP) CalFresh benefits.

Note: C-IV automatically determines a household member's noncitizen eligibility status. In C-IV, eligible noncitizens do not show as "federal" or "state (CFAP)". C-IV completes this determination internally (it is not visible on C-IV screens) and issues the correct benefit type.

The following chart summarizes CFAP eligibility.

The noncitizen is one of the following eligible noncitizens... (See "Eligible Noncitizens" for a listing of acceptable verification)	And does not meet one of the following federal noncitizen eligibility criteria: (See "Federal Eligibility" for complete federal criteria definitions/verification)
<ul style="list-style-type: none">• Legal Permanent Resident (LPR)• Conditional Entrant• Parolee for one year or more• Battered Noncitizen, child of battered parent, or parent of battered child with pending petition for LPR status per INA section 204	<ul style="list-style-type: none">• Has had this immigration status for five years or more, or• LPR with 40 work quarters criteria (see Citizenship chapter "Noncitizen Federal Eligibility Qualifying Quarters"), or• Has a military connection (veteran or active duty U.S. military, Philippine veteran, or spouse/child of such), or• Under age 18, or• Legally present in the U.S. on 8/22/96, or• Disabled or blind (currently receiving disability benefits for permanent SSA-based disability).

CFAP Work Requirements

Work requirements for CFAP household members

To determine if a California Food Assistance Program (CFAP) eligible household member is satisfying the CalFresh work registration requirement, first determine if he/she is exempt per CalFresh work requirement rules. If not exempt, determine how he/she must satisfy CalFresh work requirements. The following chart shows these steps:

Step	Action	
1	Determine if the CFAP member is exempt per CalFresh work registration rules:	
	If...	Then...
	Exempt	Stop here. Do not apply CalFresh work requirement rules.
2	Not exempt	Go to Step 2.
	Determine how the CFAP member must fulfill CalFresh work requirements:	
	If the CFAP member...	Then he/she must comply with...
	Receives CalWORKs	Welfare-to-Work (WTW) requirements (See Work Requirements for CFAP household below).
	Does not receive CalWORKs	Able-Bodied Adults without Dependents (ABAWD) requirements (See Work Requirements for CFAP household members <u>not</u> receiving CalWORKs below). Note: The County of San Bernardino is currently operating under an ABAWD waiver; see the ABAWD Waiver section in this handbook.

Work requirements for CFAP household members receiving CalWORKs

CFAP eligible household members receiving CalWORKs must satisfy WTW requirements by doing one of the following:

- Signing or willing to sign a Welfare-to-Work (WTW) plan,
- Willing to cooperate with work requirements assigned by WTW/CalWORKs, or
- Being WTW/CalWORKs exempt, or
- Having a spouse or other parent in the home who is meeting the requirement and WTW/CalWORKs is not requiring any current activity of the other spouse/parent.

Work requirements for CFAP household members not receiving CalWORKs

CFAP eligible household members not receiving CalWORKs must satisfy work requirements under ABAWD in one of the following ways:

- Employed at least 80 hours per month,
- Participating at least 80 hours per month in the Job Training Partnership Act (JTPA) program, or
- Exempt per ABAWD exemption rules.

DO NOT refer CFAP recipients to the Community Services/ABAWD workfare program. Workfare is not available to CFAP recipients because the workfare program is federally funded and CFAP is a state only program. All ABAWD CalFresh exemptions, sanctions, and voluntary quit provisions apply to CFAP recipients.

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CFAP Work Requirements, Continued

Tracking

Similar to ABAWDs, track the CFAP noncitizen's 36-month period to determine work requirement compliance and eligibility. Apply ABAWD time requirements for work activities and discontinuance actions.

Note: When an ABAWD who is CFAP eligible becomes federally eligible, re-start the 36-month calendar with the first full month of federal benefits.

Note: The County of San Bernardino is currently operating under an ABAWD waiver; see the ABAWD Waiver section in this handbook.

CFAP Budgeting

Introduction

This section describes how to determine correct federal and CFAP benefits amounts when a household contains a CFAP eligible member(s).

Automated v. manual budgeting

C-IV automatically determines federal and state (CFAP) benefit eligibility and benefit amount based on the information coded into C-IV.

If manual budgeting is needed, use the CalFresh Green App budget (enter the Mixed budget in the first column and the Federal only budget in the second column).

Enter the benefit amount and type manually into C-IV to issue benefits.

CFAP budgeting – CFAP Only households

When all eligible household members are CFAP eligible (none are federally eligible), benefits are calculated the same way as for federally eligible households, but benefits are issued using state funds.

Continued on next page

CFAP Budgeting, Continued

CFAP budgeting – Mixed households

When a household contains a CFAP eligible member(s) AND a federally eligible member(s), benefits are calculated as follows:

1. Complete a Mixed Budget (federal and CFAP benefit amount).
2. Complete a Federal-only Budget (federal benefit amount).
3. Calculate the difference between the Mixed and Federal-only benefit amounts to determine the state (CFAP) benefit amount:

$$\begin{array}{r} \text{Mixed Budget Benefit Amount} \\ - \text{Federal-only Benefit Amount} \\ \hline = \text{State (CFAP) Benefit Amount} \end{array}$$

The following chart shows how to budget for these households (unless otherwise stated, use normal income, deduction and budgeting rules):

	Mixed Budget	Federal-only Budget
Represents	The entire households benefit amount (both federally-eligible and CFAP-eligible members). This is the amount issued.	Only the federally-eligible member's benefit amount.
Household Size:	Include both federally and CFAP eligible members.	Do not include CFAP-eligible members.
CalWORKs Grant Income	Include amounts paid for both federal and CFAP-eligible members.	Divide by the number of individuals receiving the grant and exclude CFAP-eligible member(s) share.
Other Income	Include amounts paid for both federal and CFAP-eligible members.	Exclude: Income of CFAP-eligible members in full (do not prorate among members). CFAP-eligible member's share of an ineligible person's prorated income
Deductions	Include amounts paid by federal and by CFAP-eligible members.	Prorate allowable deductions and exclude CFAP-eligible member's share (treat as an ineligible noncitizen member).

Note: For prorating instructions, see the Budgeting Chapter.

Continued on next page

CFAP Budgeting, Continued

Example #1: Ineligible noncitizen with income

Case scenario:

- Father (legal noncitizen) is CFAP eligible. He has no income.
- Three children (U.S. citizens) are federally eligible.
- Mother (undocumented noncitizen) is an ineligible noncitizen. She earns \$1000 monthly and pays the \$500 rent (includes utilities) from her earnings.

	Mixed Budget	Federal Only Budget
Income	Prorate the earnings that belong to an ineligible member: Determine the per person share: $\$1000 \div 5$ (Mother, Father, 3 children) = \$200 Determine the amount to use in the budget: $\$200 \times 4$ (Father, 3 children) = \$800	Prorate the earnings that belong to an ineligible member: Determine the per person share: $\$1000 \div 5$ (Mother, Father, 3 children) = \$200 Determine the amount to use in the budget: $\$200 \times (3 \text{ children}) = \600
Housing	Prorate rent because an ineligible household member contributes: Determine the per person share: $\$500 \div 5 = \100 per person Determine the amount to allow in the budget: $\$100 \times 4$ (Father, 3 children) = \$400	Prorate rent because an ineligible household member contributes: Determine the per person share: $\$500 \div 5 = \100 per person Determine the amount to allow in the budget: $\$100 \times 3$ (3 children) = \$300

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CFAP Budgeting, Continued

EXAMPLE #1 CalFresh BUDGET WORKSHEET		Mixed Budget (Federal + CFAP)		Federal Budget (Federal Only)	
A.	Gross Income Test				
1.	Total Gross Earned Income	\$800		\$600	
2.	Total Gross Unearned Income				
3.	Total Gross Income		\$800		\$600
4.	Household Size	4		3	
5.	Maximum Gross Income Allowed		\$2043		\$1698
6.	Gross Income Eligible (Is A3 less than or equal to A5?)	[x]Yes [] No		[x]Yes [] No	
B.	Total Income				
1.	80% of Gross Earned Income (A1)	\$640		\$480	
2.	Gross Unearned Income (A2)				
3.	Total Adjusted Income		\$640		\$480
C.	Standard/Dependent Care/Homeless				
1.	Standard Deduction	\$134		\$134	
2.	Dependent Care				
3.					
4.	Total Deductions		\$134		\$134
5.	Preliminary Adjusted Income		\$506		\$346
D.	Shelter Deduction				
1.	Total Housing Costs	\$400		\$300	
2.	Total Utility Costs				
3.	Total Shelter Costs (D1 + D2)	\$400		\$300	
4.	Allowable Shelter Costs (50% of C6)	\$253		\$173	
5.	Excess Shelter Costs (D3 – D4)	\$147		\$127	
6.	Maximum Allowance for Shelter	\$388		\$388	
7.	Allowable Shelter Deduction (Lesser of D5 or D6)	\$147		\$127	
E.	Net Monthly Income (C5 – D7)		\$359		\$219
F.	Net Income Test				
1.	Household Size	4		3	
2.	Maximum Net Income Allowed		\$1571		\$1306
3.	Net Income Eligible (Is E less than or = to F2?)	[x]Yes [] No		[x]Yes [] No	
G.	Allotment		\$391		\$327
Mixed budget \$391 (federal + CFAP) minus federal budget \$327 (federal only) equals \$64 CFAP.					

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CFAP Budgeting, Continued

**Example #2:
Only Federal
Members have
income**

Case scenario:

- Mother and her three children (U.S. citizens) are federally eligible and receive \$746 CalWORKs grant income.
- The grandmother (legal noncitizen) in the home, who purchases and prepares meals with them, is CFAP eligible. She has no income.
- Rent is \$500 and includes the utilities.

	Mixed Budget	Federal-Only Budget
Income	Use the entire CalWORKs grant (\$746) because all individuals for whom it was issued are eligible to CalFresh.	Use the entire CalWORKs grant (\$746) because all individuals for whom it was issued are eligible to federal CalFresh.
Housing	Use the entire rent amount (\$500) because all contributors are CalFresh eligible.	Use the entire rent amount (\$500) because all contributors are CalFresh eligible.

Continued on next page

CFAP Budgeting, Continued

EXAMPLE #2 CalFresh BUDGET WORKSHEET		Mixed Budget (Federal + CFAP)		Federal Budget (Federal Only)	
A. Gross Income Test					
1.	Total Gross Earned Income				
2.	Total Gross Unearned Income	\$746		\$746	
3.	Total Gross Income		\$746		\$746
4.	Household Size	5		4	
5.	Maximum Gross Income Allowed		\$2387		\$2043
6.	Gross Income Eligible (Is A3 less than or equal to A5?)	[x]Yes [] No		[x]Yes [] No	
B. Total Income					
1.	80% of Gross Earned Income (A1)				
2.	Gross Unearned Income (A2)	\$746		\$746	
3.	Total Adjusted Income		\$746		\$746
C. Standard/Dependent Care/Homeless					
1.	Standard Deduction	\$153		\$134	
2.	Dependent Care				
3.	Homeless Shelter				
4.	Total Deductions		\$153		\$134
5.	Preliminary Adjusted Income		\$593		\$612
D. Shelter Deduction					
1.	Total Housing Costs	\$500		\$500	
2.	Total Utility Costs				
3.	Total Shelter Costs (D1 + D2)	\$500		\$500	
4.	Allowable Shelter Costs (50% of C6)	\$296.50		\$306	
5.	Excess Shelter Costs (D3 – D4)	\$206.50		\$194	
6.	Maximum Allowance for Shelter	\$388		\$388	
7.	Allowable Shelter Deduction (Lesser of D5 or D6)	\$206.50		\$194	
E. Net Monthly Income (C5 – D7)			\$387		\$418
F. Net Income Test					
1.	Household Size	5		4	
2.	Maximum Net Income Allowed		\$1836		\$1571
3.	Net Income Eligible (Is E less than or = to F2?)	[x]Yes [] No		[x]Yes [] No	
G. Allotment		\$475		\$373	
Mixed budget \$475 (federal + CFAP) minus federal budget \$373 (federal only) equals \$102 CFAP.					

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CFAP Budgeting, Continued

Example #3:
Only CFAP
members have
income

Case scenario:

- Mother (legal noncitizen) is CFAP eligible. She earns \$1000 monthly.
- Her four children (U.S. citizens) are federally eligible and have no income.
- Mother pays the \$500 rent (including utilities) from her earnings.

	Mixed Budget	Federal-Only Budget
Income	Use all of the earnings (\$1000) because the earnings belong to an eligible household member.	Use none of the earnings (\$0) because the earnings belong to a CFAP eligible household member.
Housing	Use the entire rent amount (\$500) because all contributors are CalFresh eligible.	Prorate rent because a CFAP member contributes: Determine the per person share: $\$500 \div 5 = \100 per person Determine the amount to allow in the budget: $\$100 \times 4$ (4 children) = \$400

Continued on next page

CFAP Budgeting, Continued

EXAMPLE #3 CalFresh BUDGET WORKSHEET		Combined Budget (Federal + CFAP)		Federal Budget (Federal Only)	
A.	Gross Income Test				
1.	Total Gross Earned Income	\$1000		\$0	
2.	Total Gross Unearned Income				
3.	Total Gross Income		\$1000		\$0
4.	Household Size	5		4	
5.	Maximum Gross Income Allowed		\$2387		\$2043
6.	Gross Income Eligible (Is A3 less than or equal to A5?)	[x]Yes [] No		[x]Yes [] No	
B.	Total Income				
1.	80% of Gross Earned Income (A1)	\$800		\$0	
2.	Gross Unearned Income (A2)				
3.	Total Adjusted Income		\$800		\$0
C.	Standard/Dependent Care/Homeless				
1.		\$153		\$134	
2.	Dependent Care				
3.	Homeless Shelter				
4.	Total Deductions		\$153		\$134
5.	Preliminary Adjusted Income		\$647		\$0
D.	Shelter Deduction				
1.	Total Housing Costs	\$500		\$400	
2.	Total Utility Costs				
3.	Total Shelter Costs (D1 + D2)	\$500		\$400	
4.	Allowable Shelter Costs (50% of C6)	\$323.50		\$0	
5.	Excess Shelter Costs (D3 – D4)	\$176.50		\$400	
6.	Maximum Allowance for Shelter	\$388		\$388	
7.	Allowable Shelter Deduction (Lesser of D5 or D6)	\$176.50		\$388	
E.	Net Monthly Income (C5 – D7)		\$471		\$0
F.	Net Income Test				
1.	Household Size	5		4	
2.	Maximum Net Income Allowed		\$1836		\$1571
3.	Net Income Eligible (Is E less than or = to F2?)	[x]Yes [] No		[x]Yes [] No	
G.	Allotment		\$450		\$499
Mixed budget \$450 (CalFresh allotment to be issued) minus federal budget \$499 equals \$0 CFAP.					

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CFAP Budgeting, Continued

Example #4: CFAP and federal members have income

Case scenario:

- Mother (legal noncitizen) is CFAP eligible. She earns \$900 monthly and pays \$300/month for child care.
- Her three children (U.S. citizens) are federally eligible and receive \$500/month child support income.
- Rent is \$800/month and includes utilities.

	Mixed Budget	Federal-Only Budget
Income	Use all of the income (\$900 earnings and \$500 child support) because it belongs to eligible members.	Use none of the earnings (\$0) because they belong to a CFAP eligible member. Use all of the child support income (\$500) because it belongs to federally eligible members.
Dep. Care Expense	Use the entire dependent expense (\$300) because all contributors are CalFresh eligible.	Prorate the dependent expense because a CFAP eligible member contributes: Determine the per person share: $\$300 \div 4 = \75 per person Determine the amount to allow in the budget: $\$75 \times 3$ (3 children) = \$225
	Use the entire rent amount (\$800) because all contributors are CalFresh eligible.	Prorate rent because a CFAP eligible member contributes: Determine the per person share: $\$800 \div 4 = \200 per person Determine the amount to allow in the budget: $\$200 \times 3$ (3 children) = \$600

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CFAP Budgeting, Continued

EXAMPLE #4 CALFRESH BUDGET WORKSHEET		Mixed Budget (Federal + CFAP)		Federal Budget (Federal Only)	
A.	Gross Income Test				
1.	Total Gross Earned Income	\$900		\$0	
2.	Total Gross Unearned Income	\$500		\$500	
3.	Total Gross Income		\$1400		\$500
4.	Household Size	4		3	
5.	Maximum Gross Income Allowed		\$2043		\$1698
6.	Gross Income Eligible (Is A3 less than or equal to A5?)	[x]Yes [] No		[x]Yes [] No	
B.	Total Income				
1.	80% of Gross Earned Income (A1)	\$720		\$0	
2.	Gross Unearned Income (A2)	\$500		\$500	
3.	Total Adjusted Income		\$1220		\$500
C.	Std./Dep. Care/Homeless/Child Support Deductions				
1.	Standard Deduction	\$134		\$134	
2.	Dependent Care	\$300		\$225	
3.	Homeless Shelter				
4.	Total Deductions		\$434		\$359
5.	Preliminary Adjusted Income		\$786		\$141
D.	Shelter Deduction				
1.	Total Housing Costs	\$800		\$600	
2.	Total Utility Costs				
3.	Total Shelter Costs (D1 + D2)	\$800		\$600	
4.	Allowable Shelter Costs (50% of C6)	\$393		\$70.50	
5.	Excess Shelter Costs (D3 – D4)	\$407		\$529.50	
6.	Maximum Allowance for Shelter	\$388		\$388	
7.	Allowable Shelter Deduction (Lesser of D5 or D6)	\$388		\$388	
E.	Net Monthly Income (C5 – D7)		\$398		\$0
F.	Net Income Test				
1.	Household Size	4		3	
2.	Maximum Net Income Allowed		\$1571		\$1306
3.	Net Income Eligible (Is E less than or = to F2?)	[x]Yes [] No		[x]Yes [] No	
G.	Allotment		\$379		\$393
Mixed Budget \$379 (CalFresh) ALLOTMENT TO BE ISSUED) minus Federal Budget \$393 equals \$0 CFAP.					

CFAP Recomputing Benefits

Introduction

Because CalFresh benefits come from two separate funding sources, federal or state, underissuances and overissuances for mixed household also need to be separated by funding source. This section describes how to calculate and code federal v. state (CFAP) benefit overissuances and underissuances.

Automated v. manual budgeting

C-IV automatically determines federal and state (CFAP) benefit eligibility and benefit amount for CalFresh under and overissuances based on information coded into C-IV.

If a manual calculation is needed, use the CalFresh Green App budget (enter the Mixed budget in the first column and the Federal only budget in the second column).

Enter the benefit amount and type manually into C-IV to recalculate correct benefits and either issue a supplement or establish an overissuance recover claim from the correct funding type. See the C-IV User Guide for specific instructions.

CALFRESH POLICY HANDBOOK

CHAPTER 6

Work Requirements/ABAWD/WINS

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Work Registration

Introduction	<p>This section describes the work registration requirements and the allowable exemptions in CalFresh.</p>
Reference	<p>The following references are applicable to the information contained in this Chapter:</p> <ul style="list-style-type: none">• Manual of Policies and Procedures (MPP) 63-407• MPP 63-408• MPP 63-410• All County Letter (ACL) 03-18• All County Information Notice (ACIN) I-80-08
When to register or review	<p>The Eligibility Worker (EW) makes and/or reviews the work registration/exemption determination at:</p> <ul style="list-style-type: none">• Application• Recertification (RC)• Change in household circumstances (Move, add/delete individual, loss of job, etc.)
Disqualification	<p>Household members who are not exempt and refuse to cooperate with the work requirements are disqualified, and:</p> <ul style="list-style-type: none">• Are treated as ineligible household members.• Are considered work requirement disqualified.• Their total income and deductions are used in the CalFresh budget.• Are not counted in the household size to determine eligibility and benefit level. <p>Note: Due to the Able-Bodied Adults Without Dependents (ABAWD) waiver, EWs should not discontinue a household member for refusing to cooperate with the work requirements; see the ABAWD Waiver section in this Chapter for information.</p>
Mandatory entries in C-IV	<p>Work registration records must be created in C-IV for all Non-Assistance CalFresh (NACF) mandatory work registrants between the ages of 16 and 60 years.</p> <p>Note: The County of San Bernardino is currently operating under an ABAWD waiver; see the ABAWD Waiver section in this Chapter.</p>

ABAWD Waiver

Introduction This section explains the Able-Bodied Adults Without Dependents (ABAWD) work registration waiver effective 01/01/2009, including tracking and reapplications.

ABAWD waiver Effective 01/01/2009, the ABAWD work requirement has been waived for all CalFresh households within California, including San Bernardino County.

All ABAWDs are waived from the work registration requirement.

Established ABAWD calendars Eligibility Workers (EWs) must continue to track the status of all active ABAWDs (Established prior to 01/01/2009) in C-IV. The following must be entered in C-IV:

- **ABAWD Time Limit Month List** page: **ABAWD status = Exempt from Work Requirement**
 - **Work Registration Detail** page: **Type = CFWR**
-

New or restarting the 36-month calendar

Eligibility Workers must not:

- **Establish a new 36-month calendar for new ABAWD applicants.**
- **Restart the 36-month calendar for any ABAWD whose 36-month period ends while this waiver is effect.**

This includes applicants with an established ABAWD calendar in the Medi-Cal Eligibility Data System (MEDS) that began in another county

MEDS tracking EWs must continue to track the status of all ABAWDS in MEDS. The status must be entered as “Exempt”.

Reapplications Individuals who were previously discontinued for failing to meet the ABAWD work requirement and subsequently reapply for CalFresh benefits will be approved, if otherwise eligible.

CalFresh Employment and Training (CalFresh E&T) Program

Introduction

The CalFresh Employment and Training (CalFresh E&T) program is a training, education and job search program administered in some counties/states. This program is for CalFresh mandatory work registrants.

Availability of services

Due to the current economic downturn, which has significantly affected the job market in the area, effective 01/01/2009, the CalFresh E&T Program is no longer being offered in San Bernardino County.

Exemption and Registration Chart

Instructions

The following chart describes the CalFresh work registration exemption statuses:

CalFresh Exemptions	Explanation
<ul style="list-style-type: none"> Under age 16, or Age 60 or older 	A person younger than 16 or 60 and older
Age 16 or 17	A 16 or 17-year old person who is attending or enrolled in school/training on at least a half-time basis as defined by the facility, and is not the head of household. Verify only if questionable.
Mentally/physically disabled	A person physically or mentally unfit for employment. If unfitness is not evident, verify by receipt of disability benefits or doctor's/psychologist's statement.
Welfare-to-Work (WTW) registered	A person subject to and complying with any requirements of WTW or Cal-Learn. See CalWORKs Policy Handbook. This includes periods between assignments of WTW activities. Note: General Relief (GR), Expedited Services (ES)/Refugee Programs (RP) registrants must be coded as mandatory registrants.
Care of: <ul style="list-style-type: none"> Child under 6, or Incapacitated person 	A parent or other CalFresh household member (applies to only one parent in a two-parent CalFresh household) who is responsible for the care of a: <ul style="list-style-type: none"> Dependent child under the age of 6 years, or Incapacitated person Note: When a child has his/her 6 th birthday within a Recertification (RC) period, the parent/other CalFresh household member must fulfill the work registration requirements as part of the next scheduled RC period.
Unemployment Insurance Benefits (UIB) registered	A person who: <ul style="list-style-type: none"> Is receiving UIB, or Has been approved but has not yet begun to receive UIB, and is required to meet UIB work requirements. Note: Verify status with Employment Development Department (EDD) when questionable.
Drug/alcohol rehabilitation participant	A person regularly participating in a drug/alcohol rehabilitation or treatment program that prohibits employment of 30 hours or more per week.
Employed – must make Able-Bodied Adults without Dependents (ABAWD) determination	A person employed a minimum of 30 hours per week. Also applies to migrant/seasonal workers under contract/agreement of being employed within 30 days and person working for in-kind benefits.
Students – including ages 18 and 19 year olds still in high school	A student enrolled at least half time as defined by the facility in any recognized institution of higher education, school, program or training including General Equivalency Diploma (GED) and English as a Second Language (ESL) classes. Students in institutions of higher education must have first met eligible student criteria defined in the Student Criteria Chapter in this handbook.
ABAWD Waiver	Effective 01/01/2009, all ABAWD customers not meeting any of the exemptions listed above are exempt from the work registration requirement.

Work Registration Sanction Procedures

Introduction

This section contains information regarding the procedures for initiating a work registration sanction.

Sanction procedures

When a CalWORKs Welfare To Work (WTW) sanction is applied, the Eligibility Worker (EW) will determine if a CalFresh work registration sanction should be imposed. CalFresh work registration sanctions are determined based on the age of child(ren) in the household, as follows:

If the CalFresh household contains a child who is...	Then the EW will...
Age 5 or younger,	Set an Add/Remove Person Task in C-IV: <ul style="list-style-type: none">• For the first day of the Re-Evaluation/ReCertification (RE/RC) due month <i>after</i> the child(ren) will turn age 6.• Indicate in the Long Description:<ul style="list-style-type: none">– Name of Parent (s) sanctioned.– The child's:<ul style="list-style-type: none">✓ Name, and✓ Date of birth.
Older than 5 years,	Apply the work registration sanction.

Effective date and duration

When a work registration sanction applies to the CalFresh program, the effective date and duration will be the same as the CalWORKs sanction.

C-IV procedures

When imposing a CalWORKs WTW sanction in C-IV, the EW will complete the work registration sanction for CalFresh, if applicable, as follows:

Step	Action
1	Complete all applicable entries on the Eligibility Non-Compliance Detail page in C-IV, based on information provided by the Employment Services Specialist (ESS).
2	Run Eligibility Determination and Benefit Calculation (EDBC) for the: <ul style="list-style-type: none">• Month in which the work registration sanction is to begin, and• High end date, if applicable.
3	Review the Notice of Action (NOA) generated by C-IV to ensure all budget information is correct.
4	Journal the work registration sanction reason and all actions taken.

Voluntary Quit

Introduction

Voluntary quit provisions apply to all mandatory Non-Assistance (NA) CalFresh work registrants. Whenever a CalFresh household member (applicant/recipient) has lost a source of earned income, the Eligibility Worker (EW) must establish whether the loss of earned income is due to voluntary quit.

Definition

Voluntary quit is:

- Quitting employment:
 - Of 20 hours or more per week, or
 - That pays at least federal minimum wage multiplied by 20 hours, **OR**
- A reduction in hours by working for a new employer when:
 - Hours decrease to less than 30 hours per week, or
 - Total weekly income is less than previous employment

Voluntary quit is not

Voluntary quit is not:

- A customer leaving his/her job for a new job that provides at least the same number of hours of work or the same weekly/monthly salary
- Lay off or loss of job through no fault of the customer
- Change in employment status which results from reducing hours of employment while working for the same employer
- Terminating a self-employment enterprise
- Resigning at the demand of the employer

Job quit chart

The following table shows action required when a customer quits a job:

If the mandatory work registrant quits a job...	And he/she...	Then...
Voluntarily,	Has good cause for voluntary quit,	<ul style="list-style-type: none">• The registrant remains eligible, and• Disqualification does not apply.
Not voluntarily,		
Voluntarily,	Does not have a good cause for voluntary quit,	Impose disqualification on the customer. See the Disqualification section of this chapter for the disqualification period.

Good Cause

Introduction

When an individual has quit a job, the Eligibility Worker (EW) must determine if there was good cause for him/her to do so.

Good cause determination

Good cause is the determination that the registrant quit employment due to circumstances beyond his/her control. The EW conducts a good cause determination. Verification is required to substantiate the registrant's statements.

Good cause criteria

The following are considered good cause reasons for quitting employment:

- Illness of registrant (must have a doctor's statement).
 - Mental or physical incapacity of another household member requiring the presence of the registrant (must have doctor's statement).
 - Household emergency.
 - Unavailability of transportation.
 - Problems due to inability of registrant to speak or write English.
 - Lack of adequate childcare for children who are at least six but under 12 years of age.
 - The customer accepts a different job (less wages or hours) or leaves to attend school; this applies only to a change made in preparation for better employment.
 - The household moved so that another household member could accept a job or attend school in preparation for better employment and, in doing so, the customer had to quit a job.
 - The registrant leaves to accept a bona fide offer of employment of more than 20 hours a week, which does not materialize or results in less hours (not the fault of the customer).
 - The registrant leaves a job in connection with patterns of employment, e.g., migrant farm worker, construction worker.
-

Disqualifications

Introduction This section describes when and how to apply a disqualification for failure to comply with the CalFresh work requirement.

When to apply a disqualification A household member can be work requirement disqualified for quitting a job when no good cause is determined.

When not to apply a disqualification Disqualification is **not** applied if the household member:

- Is exempt from work requirements at the time of quit,
- Has good cause, or
- Becomes exempt from work requirements prior to the effective date of the disqualification due to non-compliance.

Disqualification periods Minimum disqualification periods are as follows:

- 1st disqualification - one month
- 2nd disqualification - three months
- 3rd and subsequent disqualifications - six months

After the minimum disqualification period, the customer must comply with work requirements to be eligible again.

Notification and effective date Send a notice and make the disqualification period effective as follows:

- Within 10 days of determination of non-compliance without good cause, the Eligibility Worker (EW) will issue a TAD 377.10 to the customer notifying him/her of the disqualification.
- The disqualification is applied the first month for which a timely Notice of Action (NOA) can be provided.

Example:

- NOA sent 4/15 to apply disqualification.
 - Effective date is 5/1. Update C-IV information to discontinue individual effective 4/30. However, if the discontinuance does not process correctly and benefits are issued for May, the household member is still ineligible for May. The EW must establish an overissuance.
-

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Disqualifications, Continued

Intake process

When the registrant reapplies after being disqualified, he/she is not eligible until after the disqualification period ends, and he/she:

- Cooperates with the work requirement, if appropriate, or
- Qualifies for one of the work registration exemptions.

This includes individuals who reapply during the Able-Bodied Adult Without Dependents (ABAWD) waiver time period.

Continuing process

When the EW learns that a source of earned income has stopped, the household must be contacted and notified of the requirement to complete a good cause determination.

The EW must evaluate the reason why earned income has stopped to determine if there is good cause, and:

If good cause...	Then...
Does not exist,	<ul style="list-style-type: none">• Make the effective date of the disqualification either:<ul style="list-style-type: none">– The first month of the new certification period (only if the household is recertifying), or– The first month in which timely notice can be provided to the household.• Document the decision in the case Journal.
Exists,	<ul style="list-style-type: none">• Do not apply the disqualification,• Update C-IV, and• Document the decision in the case Journal.

Work Incentive Nutritional Supplement (WINS)

Introduction This section contains information regarding the Work Incentive Nutritional Supplement (WINS) program.

Background WINS is a supplemental food benefit for Non-Assistance CalFresh (NACF) and Transitional CalFresh (TCF) households that are not receiving CalWORKs assistance and have at least one Work-Eligible Individual (WEI) who is meeting the federal work participation requirements for employment. Households that meet certain requirements receive an additional ten dollars (\$10) per month in food assistance benefits. The food benefit is not considered a CalFresh benefit.

Senate Bill (SB) 1041 included the inception of the WINS program to help increase California's Work Participation Rate (WPR) and avoid a financial sanction from the federal government. The WINS program allows NACF and TCF cases with customers meeting work participation requirements with employment to be included in the WPR calculation. This in turn may result in an increase in the State's overall WPR.

San Bernardino County implemented the WINS program and began WINS benefit issuances in 7/14.

Terms and definitions The following terms and definitions are used in this section:

- **Temporary Assistance for Needy Families (TANF)** – A federal program that provides cash assistance to families with dependent children. The California Work Opportunities and Responsibility to Kids (CalWORKs) program is the State's implementation of TANF.
- **Work-Eligible Individual (WEI)** – For the purposes of the WINS program, a WEI is a parent, caretaker relative, or a guardian in a CalFresh household containing a child who is under age 18 (or an 18 year old child who is expected to graduate before his/her 19th birthday) and is participating for a sufficient number of hours in work activities that meet federal TANF work participation hours.
- **WEI Excluded** – An adult in a CalFresh household who is excluded from being considered a WEI because he/she is:
 - An ineligible noncitizen,
 - A recipient of Supplemental Security Income (SSI), or
 - A recipient of Social Security Disability Insurance (SSDI) benefits.

Work Participation Rate (WPR) – The WPR is used to measure the percentage of All-family and Two-parent family cases with verifiable documentation in the case record which supports meeting Welfare-to-Work (WTW) program requirements for the minimum required hours per week. The ages of children and number of parent/caretaker relatives in the household determine the required hours per week.

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Work Incentive Nutritional Supplement (WINS), Continued

WINS aid codes The following aid codes are associated with WINS:

- R4 – Non two-parent households
 - R5 – Two-parent households
 - R6 – California Food Assistance Program (CFAP) households
 - R7 – Non two-parent households (TCF)
 - R8 – Two-parent households (TCF)
 - R9 – CFAP households (TCF)
-

**WINS
eligibility
requirements**

In order to be eligible to WINS benefits, the CalFresh or TCF household must:

- Be receiving CalFresh and not be receiving CalWORKs or Tribal Temporary Assistance for Needy Families (TANF) on the same case number as the case number the WINS benefit is issued on,
- Have at least one child in the home under age 18 (or an 18 year old child who is expected to graduate before his/her 19th birthday, if information is known),
- Have at least one parent/caretaker relative who is receiving CalFresh and meets the definition of a WEI,
- Have a household member that meets the definition of a WEI participating in a sufficient number of hours in work activities that meet federal TANF work participation hours requirements, and
- Provide acceptable documentation of a full calendar month of verified paid hours when requested that verifies the household met the federal work requirements.

Note: A household with a child age 18 who is expected to graduate before his/her 19th birthday must have an active School Attendance record entered in C-IV for the child to be included in the WINS eligibility determination.

WINS issuance

WINS benefits for the current month will be issued between the 22nd and the 24th calendar date of that month. WINS eligibility for a specific month may be determined up to that month's issuance date. WINS benefits that are approved for prior months will be issued during the next nightly batch after Eligibility Determination and Benefits Calculation (EDBC) is run. WINS benefits cannot be created manually. They can only be issued in the nightly batch process, including situations where the Eligibility Worker (EW) rushes CalFresh benefits.

Once issued, WINS benefits cannot be canceled. Since WINS benefits are not CalFresh benefits, they cannot be considered an Overissuance (OI) nor can they be used for collection of an OI. This includes situations when the WINS benefit may have been erroneously issued.

C-IV will determine WINS eligibility based on the household composition and entries made to the **WINS Employer Hours List** page after EDBC is run. If there are no entries on the **WINS Employment Hours List** page, or the entries do not contain the benefit month within the entry's verification period, C-IV will use the proxy calculation to determine eligibility (see the "Proxy calculation" block in this section for more information).

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Work Incentive Nutritional Supplement (WINS), Continued

WINS eligibility determination

The EW will determine a household's WINS eligibility:

- At application,
- At SAR 7/Recertification (RC), and
- When the household reports a mid-period change.

The EW will update the C-IV **WINS Employer Hours List** page at these times and will run EDBC after making any changes.

A new **Paid Hours** record must be added to the **WINS Employer Hours List** at the SAR 7 and RC, even when the employment hours do not change. A new **Employment Detail** record does not need to be added.

Proxy calculation

In the absence of a valid **Work Hours Detail** record or a **Paid Hours Detail** record for a specific benefit month, C-IV will use the following proxy calculation to determine eligibility to WINS benefits:

	Monthly employment income
÷	State Minimum Wage + \$0.50
=	Monthly employment hours
÷	4.33
=	Average weekly employment hours

The EW must update the **Paid Hours Detail** page whenever there is a verified change in employment hours to prevent the proxy calculation from determining WINS eligibility. Failure to do so may result in the proxy calculation denying or discontinuing benefits to households that may be meeting the work participation requirement, or approving or continuing the WINS benefit to households that are no longer meeting the requirement.

Proxy calculation example

The following is an example of employment hours being determined by the proxy calculation:

Jeanie submits paystubs with her 3/15 SAR 7 that shows she worked 48 hours over two two-week pay periods, and received \$432 in gross earnings. The following proxy calculation will be used by C-IV if a **Paid Hours Detail** record is not entered for this employment:

	Monthly employment income → \$432
÷	State Minimum Wage + \$0.50 → \$9.50
=	Monthly employment hours → 45.47
÷	4.33
=	Average weekly employment hours = 10.5

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Work Incentive Nutritional Supplement (WINS), Continued

Example of WINS based off of the Paid Hours Detail

The following are examples of possible consequences when the C-IV **Paid Hours Detail** page is not updated:

- Megan is a single custodial parent with two children, ages 13 and 15. She provides verification of her employment at Starbucks at her 11/14 RC. According to her pay stubs, she worked 35 hours in one two-week pay period and 32 hours in the following two-week pay period. The EW updates the **Paid Hours Detail** page accordingly and runs EDBC. C-IV uses the **Paid Hours Detail** record to determine WINS eligibility and begins issuing the WINS benefit to the household. In 2/15, Megan reports her hours have decreased and provides two pay stubs for verification. The first paystub shows she worked 22 hours in a two-week pay period and the second pay stub shows she worked 19 hours in the following two-week pay period. The EW updates the **Income Detail** record and runs EDBC, but fails to add a new **Paid Hours Detail** record. C-IV will use the existing **Paid Hours Detail** record in determining WINS eligibility and continue to issue WINS benefits to the household until the end of the verification period, even though the household is no longer meeting its work participation hours requirement.
- Frank is a single custodial parent of a four year-old child. He reports on his SAR 7 that he is employed as a delivery driver and is working 15 hours per week at \$15 per hour (earning \$974.25 per month). Frank submits paystubs that verify his earnings. The EW updates the necessary pages in C-IV, except the **Paid Hours Detail** page, and runs EDBC. C-IV will use the proxy calculation to determine WINS eligibility since there is no **Paid Hours Detail** record. The proxy calculation equates to 23.68 hours ($\$974.25 / \$9.50 = 102.55 / 4.33 = 23.68$). C-IV will, therefore, approve and issue the WINS benefit based on the reported income.

Documentation of hours

Verification of paid work hours is required to issue WINS benefits. Documentation must include the:

- Customer's name,
- Employer's name (unless the customer is self-employed),
- Dates or timeframe when hours were worked,
- Date of pay, and
- Number of hours worked **or** the gross amount of earnings.

Note: For WINS purposes, verification of paid work hours is not required when the customer reports a reduction in hours and/or income; however, it is required to recalculate CalFresh benefits.

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Work Incentive Nutritional Supplement (WINS), Continued

WINS verification period

The WINS verification period is the timeframe a **Paid Hours** record is valid on the C-IV **WINS Employer Hours List** page. The verification period begins the month following a WINS eligibility determination and continues for six months. A new **Paid Hours** record must be added prior to the verification end month. Failure to add a new **Paid Hours** record may result in a discontinuance of WINS benefits to households that may be meeting the work participation requirement, or WINS benefits being erroneously issued to households that are not meeting the requirement.

Once a **Paid Hours** record is entered, the verification end date is set for six months and cannot be edited. When a customer reports a change in employment hours prior to the end of the verification period, the EW will follow the table below:

If the customer...	Then the EW will...
Had a reduction in work hours,	Enter a new record on the WINS Employer Hours Detail page.
Was terminated from the employment,	Complete the following fields on the Employment Detail page: <ul style="list-style-type: none">• Termination Date• Termination Reason• Last Date of Pay

Note: A customer statement of decreased income or termination of employment is sufficient for WINS purposes; however, verification is required to recalculate CalFresh benefits.

Verified paid hours

Approval of WINS benefits is determined by the number of hours included on pay verification received by the customer during a calendar month. The pay periods on the verification are allowed to cross over from month to month, but the pay dates are required to be in the same month. The period of time the verification covers will determine how many paystubs (or other equivalent employment verifications) are needed to cover a full calendar month. The table below shows the number of paystubs required based on the frequency of pay:

If the pay frequency is...	Then the number of paystubs required for a full calendar month is...
Weekly,	Four (five is acceptable if there are five pay dates within the month).
Every other week,	Two (three is acceptable if there are three pay dates within the month).
Twice a month,	Two.
Monthly,	One.

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Work Incentive Nutritional Supplement (WINS), Continued

Missing paid hours verification

Any paystubs that are missing or unavailable will be entered into the C-IV **Paid Hours Detail** page as follows:

- **Date Received** – The date that the pay would have been received based on past pay history and frequency.
- **Hours** – Enter “0.01”

The EW will not attempt to obtain missing pay stubs. Doing so may cause an adverse impact on the household’s CalFresh benefits.

The EW will continue to process the CalFresh program and run EDBC to prevent any delays in the issuance of CalFresh benefits. If the customer later submits the missing paid hours verification, the EW will update the appropriate Data Collection pages, including the **Paid Hours Detail** page, and run EDBC for the month in which the verification was received.

Note: If the household does not submit a full calendar month of paid hours verification, but the verification that is submitted shows the household met its work participation requirement, WINS benefits will be approved.

Entering hours for new employment

A newly employed customer is one who has recently become employed and has not yet received a full calendar month of pay verification at the time of application, SAR 7, RC, or a mid-period report. A customer who reports new employment at application, SAR 7 or at RC but has been working long enough to have been paid over the course of a full calendar month is not considered newly employed.

A newly employed customer will not be able to provide a full calendar month of pay verification. In these situations, the EW will check the **Convert New Employment to Monthly Hours** box on the **Paid Hours Detail** page in C-IV. This will allow two consecutive weeks of pay verification to be entered rather than a full calendar month. If the customer does not provide exactly two consecutive weeks of pay verification, a full calendar month of verified paid hours will be required.

Gross earnings calculation

When a customer’s verification of employment consists of only a gross amount of earnings and no identifiable work hours or hourly wage, the EW will determine hours by dividing the gross earnings amount by the hourly wage indicated in the table below:

If the pay date is...	Then use...
6/30/14 or prior,	\$8.50 as the hourly wage (state minimum wage plus 50 cents).
7/1/14 or after,	\$9.50 as the hourly wage (state minimum wage effective 7/1/14 plus 50 cents).

Continued on next page

Work Incentive Nutritional Supplement (WINS), Continued

Self-employment

Participation hours of self-employed individuals are calculated using the self-employment income on the C-IV **Income List** page. A self-employment expense must exist in order for an actual or a standard (40%) self-employment deduction to be applied. C-IV will determine WINS benefit eligibility by dividing the net self-employment income by the Federal minimum wage (\$7.25).

EWs will not make any entries to the **WINS Employer Hours List** page for households with self-employed individuals. Doing so will result in a doubling of employment hours and an incorrect WINS benefit determination. Only the **Income Detail** page will be completed. C-IV will determine the number of employment hours and WINS benefit eligibility based on the monthly earnings. See the following sections in the C-IV User Guide – CalWORKs & CalFresh for further information:

- Self-Employment, Adding an Income Record, and
 - Self-Employment, Closing an Income Record.
-

Change Reporting (CR)

Change Reporting (CR) households are eligible to receive WINS benefits provided all household composition and work participation requirements are met. Since the WINS verification period is six months, the EW will set a **Task** to reevaluate WINS eligibility and update the **WINS Employer Hours List** page in the last month of the verification period.

Adding a new employment

When the household reports a new employment on the SAR 7 or at RC, the Eligibility Worker (EW) will add a new **Employment Detail** page in C-IV with the employment information. A **Paid Hours** record for the new employment will then be added to the **WINS Employer Hours List** page. The verification of the paid hours must cover a full calendar month or exactly two weeks (14 consecutive days). See the following sections of the C-IV User Guide – CalWORKs & CalFresh for further instructions:

- Employment, Adding, and
 - WINS, Adding a Paid Hours Record at SAR 7/Recertification.
-

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Work Incentive Nutritional Supplement (WINS), Continued

Examples of adding a new employment

The following are examples of adding a new employment:

- Stephanie is a single custodial parent with one child under six years old. Her work participation requirement is 85 hours per month (an average of 20 hours per week). She reports on her 8/14 SAR 7 that she recently obtained employment at Weinerschnitzel. She started working on 7/7/14 and was paid on 7/25/14. Her pay verification shows she worked 45 hours over a period of two weeks. Since this is a new employment and the pay verification covers exactly two consecutive weeks, the EW will enter the employment into the **Paid Hours Detail** page and check the **Convert New Employment to Monthly Hours** box. Stephanie is meeting her work hours requirement (45 hours x 2.17 weeks = 98 hours per month) and will begin receiving WINS benefits in the 9/14 benefit month.
 - If Stephanie did not provide two consecutive weeks of paid hours verification, she would have needed to provide a full calendar months' of paid hours verification to receive WINS benefits.
- Steve is part of a two-parent household. His work participation requirement is 150 hours per month (an average of 35 hours per week). He reports on his 9/14 SAR 7 that he began working for a road construction company on 5/1/14. He submits two paystubs received in 8/14, each covering a period of two weeks. The pay stubs show he worked a total of 120 hours. The EW will enter the employment into C-IV and add it to the **WINS Employer Hours List** page with the appropriate hours per pay period (the **Convert New Employment to Monthly Hours** box is not checked since this is not considered a new employment to the customer). Since Steve is not meeting his participation requirement of 150 hours per month, the household is not eligible to WINS benefits.

Mid-period report of a decrease in employment hours

When the household reports a decrease in employment hours, the EW will convert the hours on the verification to a weekly average. The EW will then add a new **Paid Hours** record to the C-IV **WINS Employer Hours List** page and run EDBC. See C-IV User Guide, CalWORKs & CalFresh - WINS, Mid-Period Report for further instructions.

Note: Verification of a decrease in employment hours is not needed for WINS purposes; however, it is required to recalculate CalFresh benefits.

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Work Incentive Nutritional Supplement (WINS), Continued

Example of a mid-period report of a decrease in employment hours

The following is an example of actions taken on a mid-period decrease in employment hours:

Christina is a single custodial parent with a child under six years old. Her work participation requirement is 85 hours per month (an average of 20 hours per week). She reported on her 5/14 SAR 7 that she was working 25 hours per week. She reports on 7/14/14 that her employment earnings have decreased to 15 hours per week and provides a paystub for verification. The paystub shows she worked 30 hours over two weeks. The EW will add a new record to the **WINS Employer Hours List** page in C-IV, complete the appropriate CalFresh data collection pages and run EDBC for 7/14. The household's WINS benefits will stop in 7/14 since Christina is no longer meeting her work participation requirement and the WINS benefit for 7/14 has not yet been issued.

Termination of employment

When the household reports an employment termination, the EW will enter a termination date, termination reason and last date of pay into the C-IV **Employment Detail** page for the appropriate employment. The **Paid Hours Detail** page does not need to be updated. WINS benefits will stop based on the date the **Employment Detail** page is updated. The chart below shows when WINS will be discontinued:

If the employment termination date is...	Then WINS will stop effective...
Before the monthly WINS issuance date,	The current month.
On or after the monthly WINS issuance date,	The following month.

See C-IV User Guide, CalWORKs & CalFresh – Employment, Closing for further instructions.

Example of a termination of employment

The following is an example of a termination of employment:

Ron's RC is in 9/14. He reports on 7/26/14 that he was laid off from his employer. The EW will enter a termination date, reason and last date of pay on the C-IV **Employment Detail** page and run EDBC for 8/14. WINS benefits will stop effective 8/14 since the 7/14 benefit has already been issued. The EW will not update CalFresh benefits until Ron submits verification of his employment termination.

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Work Incentive Nutritional Supplement (WINS), Continued

Running EDBC following a loss of hours or termination of employment

The benefit month in which EDBC must be run following a report of either a loss of employment hours or a termination of employment depends on whether or not the WINS benefit has already been issued for the current month. The WINS issuances will appear on the **Issuance History** page as a \$10 supplemental benefit for CalFresh. Use the following table to determine the appropriate benefit month in which to run EDBC when the household reports either a loss of employment hours or a termination of employment:

If WINS has...	Then run EDBC for the...
Been issued for the current month,	Following month through the high dated month.
Not been issued for the current month,	Current month through the high dated month.

Note: Only adequate notice is required prior to discontinuing WINS.

Change in household composition

WINS eligibility can be affected when there is an addition or removal of a parent/caretaker relative or a child under age six to/from the case. In these situations, the EW will follow existing procedure in taking case actions to add or remove the person. C-IV will determine WINS eligibility based on the new household composition after EDBC has been run.

Change in household composition example

The following is an example of a change in household composition:

Sarah is a caretaker relative of two children, ages three and 11 years. She is working 25 hours per week at the Home Depot and is receiving WINS benefits for meeting her work participation requirement. She voluntarily reports on 8/10/14 that the three year old is no longer in the home. The EW determines this report is Verified Upon Receipt (VUR) and removes the child from the case effective 9/14. Sarah's work participation requirement will increase to 30 hours per week. Since she is no longer meeting the work requirements, her WINS benefits will stop in 9/14.

Mid-period reporting for WINS

EWs will highly discourage customers from making a voluntary mid-period report in order to receive WINS benefits, as this may decrease the CalFresh benefit amount. In the case where a household makes a mid-period report due to other factors (such as a change in household composition or exceeding the Income Reporting Threshold (IRT)), WINS eligibility will need to be reevaluated.

EWs must take action on information provided to the county that is considered VUR. This includes reevaluating WINS eligibility.

Continued on next page

Work Incentive Nutritional Supplement (WINS), Continued

WINS and Transitional CalFresh (TCF)

Households that receive TCF may be eligible to WINS benefits. EWs who are discontinuing a CalWORKs program must update the C-IV **Employment Detail** page and appropriate WINS pages to ensure WINS benefits are correctly issued.

WINS Notice of Action (NOA)

The CalFresh Notice of Approval/Denial/Termination Work Incentive Nutritional Supplement (WINS) Benefit (NA 1239) Notice of Action (NOA) is used to notify customers of approval, denial or discontinuance of WINS benefits. C-IV will automatically mail the NA 1239.

When a household receiving WINS benefits fails to complete a RC or SAR 7, the NA 1239 is automatically mailed with the Notice of Action – Stop Aid, Report Incomplete (NA 960Y SAR) or the CalFresh Notice of Expiration of Certification (CF 377.2) form.

In addition, all CalFresh NOAs will contain information about the household's eligibility to WINS benefits. This includes:

- The reason for ineligibility to WINS benefits,
 - The reason for WINS benefits denial/discontinuance, or
 - An approval for WINS benefits.
-

WINS benefits in EDBC

When a household has been issued WINS benefits, an additional line item will be added to the C-IV **EDBC Results** page titled **WINS Amount**. The amount hyperlink (\$10.00) will lead to the **WINS Detail** page. This page displays the details of the WINS determination.

CALFRESH POLICY HANDBOOK

CHAPTER 7

Resources

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Resource Definitions and Terms

Introduction The terms defined in this section are used in CalFresh and throughout this chapter.

References The following references are applicable to information under this section.

- Manual of Policies and Procedures (MPP) 63-300.5
 - MPP 63-501 and 63-503.4
 - MPP 63-1101.1
 - All County Letters (ACLs) 99-82, 05-04, 08-11, 08-37, 11-11, 11-13, 11-13E, 12-62, 12-62E and 13-32
 - All County Information Notice (ACIN) I-28-09, I-24-07, I-32-08, I-83-08, and I-50-13
-

Definitions and terms

Equity Value: The fair market value minus any encumbrance, damage, and/or amount needed to make necessary repairs.

Excluded Resources: Any resource that is not counted towards the resource limits for the CalFresh household.

Fair Market Value: The wholesale value of the resource.

Jointly Held Resources: Resources owned with non-household members.

Liquid Resources: Cash or items that can be converted to cash within a short period of time.

Modified Categorical Eligibility (MCE): Non-Assistance CalFresh households are categorically eligible when a Temporary Assistance for Needy Families (TANF) Maintenance of Effort (MOE) funded service is made available to the household. The resource limit test is waived for these households.

Non-Assistance (NA): A CalFresh household containing some or all members who are not eligible to, or not receiving, federal cash aid benefits.

Non-recurring Lump Sum: Any one-time payment to the household, such as a life insurance payment.

Non-liquid Resources: Items not easily converted to cash, such as property or a home.

Public Assistance Categorically Eligible (PA CE): A CalFresh household in which all CalFresh household members receive or are eligible to receive aid code 30, 32, 33, or 35 CalWORKs, except CalFresh households who have members with an Intentional Program Violation (IPV) or work requirement disqualification.

Restricted Accounts: Any account which a recipient CalFresh household opens to save money for a specific purpose, such as to save for college or to purchase a home.

Temporary Assistance for Needy Families (TANF) Maintenance of Effort (MOE): A requirement for a state to spend a minimum specified amount of state funds for benefits and services for low-income families to satisfy the state's obligation in order to receive federal grant funds.

Resource Chart

Resources

The chart below lists many resources and explains whether the value of the resource must be included or excluded when determining the entitlement of Expedited Service (ES) for CalFresh households.

Although there are many items listed, the chart is not all-inclusive. If information is needed about a resource not listed, contact the Program Development Division (PDD) through established channels for assistance.

Resource	Include	Exclude	Comments
Agent Orange settlement		X	
Bank accounts: Checking, savings, credit union accounts			Count cash value. Excluded if account is determined to be a restricted account. A restricted account is defined as an account in any financial institution such as a bank, credit union or savings and loan to save for a home, education or new business.
Burial plots		X	Exclude one plot per family member with countable resources.
Cash	X		
Compensation for lost, stolen, or damaged property		X	See "insurance settlements".
Earned Income Tax Credit (EITC) Federal and/or State		X	Exclude for 12 months (includes both applicants and recipients).
Employee Stock Ownership Plan		X	Must be primarily invested in the employer's stock and distributed benefits must be offered in the form of the employer's stock.
Employment-related tools, equipment, and inventories used for employment		X	Tools and equipment not used for current employment are classified as personal effects.
FEMA (Federal Emergency Management Administration) disaster relief payments		X	
Household items and furnishings		X	This category includes televisions, stereos, video game equipment, etc.
Insurance settlements		X	Exclude the lost or damaged property compensation amount. Any excess amount is lump sum income. Note: If payment is recurring, this settlement is considered Income and not a resource. See the Income chapter of this handbook.
Jewelry, including wedding and engagement rings and heirlooms		X	Jewelry is classified as personal effects.
Life insurance cash surrender value (CSV)		X	
Lottery winnings	X		
Livestock	X		Use statements from professionals in the livestock business, trade publications, and advertisements to verify value, if needed.

Continued on next page

Resource Chart, Continued

Resources (continued)

Resource	Include	Exclude	Comments
Making Work Pay Credit (MWPC)		X	Exclude for 12 months (includes both applicants and recipients).
Motor vehicles		X	When determining resource eligibility, do not consider the household's vehicle(s). All motor vehicles are excluded.
Musical instruments and equipment		X	Musical equipment is classified as personal effects.
Personal computer systems, including all hardware and software		X	Classified as personal effects or household goods.
Personal effects, including cameras, DVDs, collections, hobby items, and other valuables.		X	
Profit-Sharing Plan		X	Employer-based contribution plan in which employer contributions may, but need not be, linked to profits.
Real estate: House, land, mobile home, current home, former home			Exclude if: <ul style="list-style-type: none"> • Occupied by household, • Unoccupied with the intent to return, for reasons of: <ul style="list-style-type: none"> – Employment, – Training for future employment, – Illness or – Uninhabitable caused by casualty or natural disaster, or • Unoccupied with the good faith effort to sell at a reasonable price and has not been sold.
Recreational vehicles		X	Including, but not limited to, cars, trucks, boats, trailers, vans, campers, recreational vehicles, motorcycles, houseboats, jet skis, and snowmobiles.
Retirement plans / accounts		X	Retirement plans established as a condition of employment, as with the PERS or County of San Bernardino retirement system, are exempt. IRA, private retirement accounts, and accessible Keogh Plans are exempt.
Retirement benefits – monthly or other periodic payments			Retirement benefits are considered income, not a resource. See the Income chapter of this handbook for more information.
SSI/SSP recipient resources		X	
Stocks, bonds, mutual funds	X		If part of a retirement account, see "Retirement plans / accounts" in this table.

Continued on next page

Resource Chart, Continued

Resources (continued)

Resource	Include	Exclude	Comments
Tax refunds, rebates, credits		X	Exempt for 12 calendar months after the refund is received (includes both applicants and recipients).
Trust deeds, sales contracts, mortgages, promissory notes		X	Exclude as long as the resource produces income consistent with its fair market value.
Trust fund: Court ordered for a child blocked until the child is at least age 18 years old		X	The caretaker is not required to petition the court to release the funds.
Trust fund, not court ordered	X		Considered available to the household to meet current needs unless evidence shows the fund is not available to any member of the family living in the home.
Victims of crime compensation		X	

Note: If resources are identified as owned jointly by a separate household, including a non-CalFresh household, the resources are considered available in their entirety to each household, unless the applicant household can provide verification stating the resource is inaccessible.

CalFresh cases with a Medi-Cal program attached

For CalFresh cases with Medi-Cal program attached, Eligibility Workers (EWs) will select **Pending** as the **Status** when making entries on the **Liquid Property Detail** page in C-IV to prevent issues for other programs. EWs are not to make any adjustments to current entries on **Liquid Property Detail** pages, unless they have Medi-Cal training.

Public Assistance Categorically Eligible (PA CE) – Resources

Introduction	This section explains how resources are applied in a Public Assistance Categorically Eligible (PA CE) household.
Public Assistance Categorical Eligible	PA CE households do not require a separate resource eligibility determination for CalFresh. If the household is within property limits for CalWORKs, it is resource eligible for CalFresh.
Reporting requirements	<p>PA CE cases are required to report resource information at the following times:</p> <ul style="list-style-type: none">• Application,• Re-Evaluation/Recertification (RE/RC), and• Changes in resources per Quarterly Reporting (QR) requirements.
Expedited Service (ES)	Household resources are evaluated when determining entitlement to Expedited Service (ES). Refer to the Resource Chart in this chapter to appropriately evaluate the available resource.
Over resources	When a PA CE case is discontinued for exceeding property/resources, the case will be transferred to Transitional CalFresh. If the household reapplies for Non-Assistance (NA) CalFresh, the household will be evaluated for Modified Categorical Eligibility (MCE) at that time.

CalFresh POLICY HANDBOOK

CHAPTER 8

Income

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INTERIM INSTRUCTION NOTICE #16-012**MARCH 1, 2016****SUBJECT:** CalWORKs Subsidized Employment Program (CSEP)**DISTRIBUTION:** Welfare-to-Work,
CalWORKs, and
CalFresh**FILE:** WTWPBH – In Front of Chapter 15
CWPHB – In Front of Chapter 7
CFPHB – In Front of Chapter 8**OBSOLETE:** June 30, 2017**Purpose**

This Interim Instruction Notice (IIN) provides information and instructions regarding the implementation of the California Work Opportunities and Responsibility to Kids (CalWORKs) Welfare-to-Work (WTW) CalWORKs Subsidized Employment Program (CSEP).

In order to assist WTW customers in the best way possible, all Employment Services Specialists (ESSs) will have knowledge of the CSEP program in order to better inform WTW participants of this opportunity.

Timeframe

CSEP is effective 3/2/16 through 6/30/17.

Questions

Managers with questions regarding this IIN may contact:

- Megan Peck, Program Specialist (PS) I, at (909) 383-9748 or via county e-mail at mpeck@hss.sbcounty.gov, or
- Stephanie Maldonado, PS I, at (909) 383-9708 or via county e-mail at smaldonado@hss.sbcounty.gov.

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General Information and Eligibility

Overview The Transitional Assistance Department (TAD) has partnered with the Workforce Development Department (WDD) to provide California Work Opportunities and Responsibility to Kids (CalWORKs) Welfare-to-Work (WTW) customers ages 25 and up assistance in finding and retaining employment. The CalWORKs Subsidized Employment Program (CSEP) is a subsidized employment activity provided through WDD. WDD partners with qualified service providers who have established linkages to the public sector and business communities to provide CSEP employment positions.

Goal of CSEP CSEP's goal is to offer WTW customers the opportunity to:

- Gain employment experience,
- Improve work skills,
- Maintain current work history, and
- Develop self-sufficiency and contribute to the economic stability of San Bernardino County.

CSEP flyer The Program Development Division (PDD) will mail a CSEP flyer (#16-101) to all WTW customers ages 25 and up informing them to contact their Employment Services Specialist (ESS) or the Customer Service Center (CSC) if they are interested in participating in CSEP.

Forms The following forms are referenced in this IIN and are available in the TAD Forms Catalog, WTW:

Form Number	Form Title
WTW 2	Welfare-to-Work Plan - Activity Assignment
TAD 104	Employment & Income Verification
WTW 114.4	CSEP - WTW Referral Form
WTW 77	Memo to Service Providers
ABCDM 228	Release of Information
HS 39	Complaint and Grievance

Continued on next page

General Information and Eligibility, Continued

- CSEP eligibility criteria** A customer will be considered eligible for a CSEP employment position if he/she is age 25 and up, and he/she has:
- An active CalWORKs and WTW program.
 - At least three months of his/her CalWORKs 48-Month Time Limit remaining, if applicable.
 - General knowledge of the expectations associated with the work place, including:
 - Attendance,
 - Punctuality,
 - Adhering to work place requirements,
 - Appropriate dress/grooming,
 - Accepting supervision,
 - Dealing with co-workers appropriately, and
 - Accepting responsibility for his/her work and actions.

Note: Sanctioned and/or exempt volunteers are eligible to participate in CSEP as long as they meet the eligibility criteria.

ESS and Service Provider Responsibilities

CSEP ESS responsibilities

CalWORKs Subsidized Employment Program (CSEP) Employment Services Specialist (ESS) responsibilities include:

- Acting as a liaison between ESSs and CSEP Service Providers to refer Welfare-to-Work (WTW) customers for employment,
 - Ensuring there is open communication with CSEP Service Providers,
 - Providing counseling and job coaching as needed to improve the customer's job retention,
 - Keeping the CSEP Service Provider informed of any issues that may affect the customer's participation in the CSEP employment activity (i.e., the customer moves, his/her cash aid is discontinued, etc.),
 - Notifying the Workforce Development Department (WDD) via the Memo to Service Providers (WTW 77) when a customer is no longer eligible for CalWORKs funded services,
 - Contacting the CSEP Service Provider if there are any issues or questions regarding the customer, and
 - **Journaling** all actions taken.
-

CSEP Service Provider responsibilities

CSEP Service Provider responsibilities include:

- Explaining the CSEP activity to the customer,
 - Keeping the CSEP ESS informed of the referred customer's status, including whether he/she attends a CSEP Service Provider orientation,
 - If the CSEP Service Provider receives a referral from an ESS and does not hear from the customer within two business days, the CSEP Service Provider will call the CSEP ESS,
 - Completing the Employment and Income Verification (TAD 104) form,
 - Providing all necessary supervision, training, instruction, materials, equipment and supplies,
 - Providing Workers' Compensation and State Disability Insurance (SDI),
 - Covering all costs associated with background checks, fingerprinting, drug screening, physical, etc.,
 - Treating the CSEP customer the same as a regular status employee, and
 - Notifying WDD and the CSEP ESS within three business days when a CSEP customer terminates employment and providing the reason for termination.
-

Referring Customers to CSEP

Referring a customer to CSEP

Once an Employment Services Specialist (ESS) determines a Welfare-to-Work (WTW) customer meets the CalWORKs Subsidized Employment Program (CSEP) eligibility criteria, he/she will send an e-mail to the CSEP ESS, following the Policy and Security of Personally Identifiable Information (PII) rules. The PII e-mail will include the customer's:

- Name,
 - Case number, and
 - Determination of eligibility to CSEP.
-

CSEP ESS

A list of ESS staff who will refer CSEP eligible WTW customers to CSEP Service Providers is provided below:

District Office	CSEP ESS
Adelanto	Gale Graab
Barstow	Olivia Chavira
Colton	Roberta Padilla
Del Rosa	Danielle Nunez
Fontana (09)	Carolyn Navarro
Hesperia	Betzabeth Gonzalez
Needles	Terri Trueheart
Ontario	Lori Gore
Rancho	Juliet Keehan
Redlands	Denise Cabrera
Rialto	Yelena Ruiz
San Bernardino (01)	Rosario Arguelles
San Bernardino (02)	Melissa Valdez
Victorville	Michelle Patino
Yucaipa	Danielle Nunez
Yucca/29 Palms	Carol Mora

Matching a customer with a CSEP position

After receiving the CSEP referral and discussing CSEP with the customer, the ESS will match him/her with a CSEP position by:

- Identifying and evaluating the customer's:
 - Employment goals,
 - Interests,
 - Skills,
 - Abilities,
 - Previous work experience, and
 - Education, licenses, or degrees, if applicable.
 - Reviewing the CSEP – WTW Referral Form (WTW 114.4) for a list of available positions and locations based on the evaluation.
-

Continued on next page

Referring Customers to CSEP, Continued

Referring a customer to a CSEP Service Provider

Only an authorized CSEP ESS may refer a customer to one of the contracted CSEP Service Providers, as follows:


Step	Action
1	Ensure the WTW customer is age 25 years or older.
2	Ensure the customer has at least three months left on his/her CalWORKs 48-Month Time Clock, if applicable.
3	<ul style="list-style-type: none">• Complete the WTW 114.4, and• Circle the correct Service Provider name and address for the customer (see Forms and Procedures (F&P) Guide for the WTW 114.4).
4	<ul style="list-style-type: none">• Complete a Release of Information (ABCDM 228), and• Have it signed and dated by the customer.
5	<ul style="list-style-type: none">• Print the WTW 114.4, and• Provide a copy of the completed form to the customer to hand carry to the appropriate CSEP Service Provider.
6	E-mail a copy of the completed WTW 114.4 as an attachment with appropriate information, following the Policy for Privacy and Security of Personally Identifiable Information (PII), to the contact person(s) listed on the WTW 114.4.
7	Provide the customer a copy of the TAD 104, after ensuring the top portion of the form is complete. <ul style="list-style-type: none">• The Service Provider will complete TAD 104 and return to the assigned CSEP ESS if the customer is hired.
8	Image the following information into C-IV: <ul style="list-style-type: none">• WTW 114.4• ABCDM 228• TAD 104
9	Journal all actions taken.

CSEP Service Providers

The CSEP ESS will refer pre-screened customers to one of the contracted CSEP Service Providers listed on the WTW 114.4 (available in the TAD Forms Catalog, WTW).

CSEP Employment Activity


Customer hired for CSEP employment When the CalWORKs Subsidized Employment Program (CSEP) Service Provider informs the CSEP Employment Services Specialist (ESS) the customer has been hired, the CSEP ESS will contact the owning ESS to take appropriate action, as follows:

Step	Action
1	<p>Complete the Employment Detail page in C-IV as follows:</p> <ul style="list-style-type: none"> • Select Category = Subsidized – Public and Type = Subsidized. • Enter Workforce Development Department – CSEP as the Employer. • Enter the Workforce Development Department (WDD) address: 209 N. D. St. Suite 600 San Bernardino, CA 92415. • Enter the following under the Job Information section: <ul style="list-style-type: none"> – Job Title, – Date Hire, – Countable (select Yes from the drop down), and – Responsible Worker. • Enter in all Status Information on the Employment Status Detail page. • Select Verified from the Verified drop down box. • Click Save and Add Activity. 

Continued on next page

CSEP Employment Activity, Continued

Customer hired for CSEP employment (continued)

Step	Action
2	<ul style="list-style-type: none"> Complete the Schedule section on the Customer Activity Detail page in C-IV and enter the: <ul style="list-style-type: none"> Start Date (Start date will pre-populate based on what was entered in the Employment Detail page), End Date (six months or 485 hours, whichever is reached first), Start Time, End Time, Scheduled Hours per Week for this Activity, and Activity Days. Input the CSEP Service Provider name, address, and phone number in the Additional Comments section of the: <ul style="list-style-type: none"> Customer Activity Detail page, and WTW 2. Click Save and Return. 
3	Generate and explain the WTW 2 to the Customer (See Forms and Procedures (F&P) Guide for the WTW 2).
4	Ensure a signed ABCDM 228 is on file for the CSEP Service Provider.
5	<p>Authorize any necessary supportive services and provide the customer with the appropriate Notices of Action (NOAs).</p> <p>Note: Supportive services for transportation will be approved to/from the customer's assigned CSEP Service Provider address, not to/from WDD address in San Bernardino.</p>
6	Image all pertinent information into C-IV.
7	Journal all actions taken.

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CSEP Employment Activity, Continued

Length of CSEP assignment The maximum CSEP assignment for each customer through the duration of the program (3/2/16 to 6/30/17) is six total months or a total of 485 hours worked, **whichever is reached first**. This allows more customers the opportunity to participate in the program.

If a CSEP customer completes the six-month period or the maximum 485 hours worked with one CSEP Service Provider, his/her eligibility to the program has ended. CSEP assignments to more than one CSEP Service Provider will only be allowed when one assignment ends prior to the six-month period and the customer has not worked over the maximum 485 hours. The customer would then be eligible for the remainder of the six-month period or until he/she has worked 485 total hours, whichever comes first, with another CSEP Service Provider.

Example: The customer completes a three-month CSEP assignment with one CSEP Service Provider and that assignment has ended. He/she worked 250 hours during this period. The customer would be eligible for another three-month CSEP assignment with a different CSEP Service Provider for an additional 235 hours, for a maximum total of 485 hours worked

CSEP income CSEP income is considered earned income and must be:

- Reported on the Eligibility Status Report (SAR 7) and at Re-Evaluation/Recertification (RE/RC).
 - Verification in the form of pay stubs, leave and earnings statements, or other credible forms of proof must be provided.
- Counted if the specific amount and date received is known with reasonable certainty within the month or Semi-Annual Reporting (SAR) Period.

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CSEP Employment Activity, Continued

CSEP hours cause case to be over income

Before discontinuing a CalWORKs case for being over income limits, the Eligibility Worker (EW) and owning ESS must verify if an Assistance Unit (AU) member is in a CSEP activity by reviewing the **Employment List** page in C-IV to determine if the customer's employer is WDD. If the only employer is WDD, the EW and ESS will follow the chart below:

Stage	Description
1	EW sends an e-mail to the ESS asking for a reduction in the customer's CSEP hours to keep the case within the CalWORKs income limits.
2	ESS: <ul style="list-style-type: none">• Contacts the CSEP ESS and requests the CSEP Service Provider reduce the CSEP hours.• Closes the CSEP activity, if appropriate.• Generates and explains a WTW 2 to the customer with the new:<ul style="list-style-type: none">– CSEP hours, and/or– WTW activity (as needed).• E-mails the EW the adjusted CSEP information. <p>Note: The CSEP activity would be closed in instances where the customer cannot work a minimum of 20 hours a week if it would cause the case to be over the CalWORKs income limits.</p>
3	EW: <ul style="list-style-type: none">• Uses the reduced CSEP hours to reasonably anticipate income, or• Discontinues the case if it is still over income.
4	EW and ESS Journal all actions taken.

Completion of CSEP employment activity

The CSEP Service Provider will notify the CSEP ESS when a customer completes a CSEP employment activity. The CSEP ESS will contact the owning ESS and advise him/her to take the following actions:

Step	Action
1	<ul style="list-style-type: none">• Call the customer to notify him/her of employment end, and• Mail an Appointment Letter (ADM 102) to discuss and sign a new WTW 2 prior to employment end date.
2	Take all necessary follow up action to end the activity.
3	Enroll the customer in his/her next appropriate activity.
4	Journal all actions taken.

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CSEP Employment Activity, Continued

Termination of CSEP employment activity

The CSEP Service Provider will notify the CSEP ESS within three business days when a customer is terminated from a CSEP subsidized employment activity, and provide the reason for early termination. The CSEP ESS will then contact the owning ESS to take the following action:

Step	Action
1	<ul style="list-style-type: none">• Call the customer to determine possible Good Cause, and• Initiate noncompliance if no Good Cause is determined, if applicable.
2	Take all necessary follow up action to end the activity.
3	Discontinue corresponding supportive services.
4	Enroll the customer in his/her next appropriate activity, if applicable.
5	Journal all actions taken.

Customer complaint and grievance

The CSEP ESS will provide and explain the Complaint and Grievance Procedure (HS 39) form to each customer participating with a CSEP Service Provider, and inform him/her of his/her right to file a complaint or grievance.

Customers may file a complaint or grievance against a contracted service provider if they believe they have been discriminated against, there has been a violation of any law or regulation, or if they have a problem regarding services received.

CSEP and the WTW 24-Month Time Clock

Customers participating in CSEP who have an active WTW 24-Month Time Clock will have their time ticked or not ticked based on whether or not they meet Federal Work Participation Rate (WPR) requirements for their household.

INTERIM INSTRUCTION NOTICE #15-017 ERRATA**JULY 16, 2015****SUBJECT:** Expanded Subsidized Employment (ESE)**DISTRIBUTION:** CalFresh,
CalWORKs,
Welfare-to-Work (WTW)**FILE:** CFPHB – In Front of Chapter 8
CWPHB – In Front of Chapter 7
WTWPHB – In Front of Chapter 15**OBSOLETE:** June 30, 2016**Overview**

This Interim Instruction Notice (IIN) Errata provides updated information and instructions regarding the implementation of the Expanded Subsidized Employment (ESE) Program. ESE is an employment activity obtained through contracted provider Citadel Community Development Corporation (CCDC) for Transitional Assistance Department (TAD) Welfare-to-Work (WTW) customers.

ESE offers California Work Opportunity and Responsibility to Kids (CalWORKs) customers the opportunity to gain employment experience, improve work skills, maintain current work history, become self-sufficient and contribute to the economic stability of San Bernardino County.

ESE consists of Subsidized Employment (Public Sector) positions arranged by CCDC for TAD WTW customers. CCDC and the County of San Bernardino are promoting job retention and encourage the employer to offer permanent employment to the customer.

Timeframe

CCDC will provide ESE services to a maximum of 300 customers from 4/8/15 through 6/30/16.

Forms

The following forms are referenced in this IIN and are available in the C-IV Template Repository and/or the TAD Forms Catalog, WTW:

Form Number	Form Title
ABCDM 228	Release of Information
ADM 107	Appointment Letter
HS 39	Compliant and Grievance Procedure
TAD 104 (E/S)	Employment & Income Verification
WTW 717	WEX Application
WTW 2	Welfare-to-Work Plan - Activity Assignment
WTW 77	Memo to Service Providers
WTW 114.3	WTW Subsidized Employment Referral Form

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INTERIM INSTRUCTION NOTICE #15-017 ERRATA, Continued

Length of ESE assignment	<p>The maximum ESE assignment will not exceed six months per customer.</p> <p>Once the customer completes the ESE activity his/her eligibility to the ESE program is ended.</p> <p>The goal of ESE is for the customer to be hired by the employer into an unsubsidized employment activity at the end of the six month subsidized employment.</p>
Eligibility criteria	<p>A customer will be considered eligible for an ESE position if he/she has:</p> <ul style="list-style-type: none">• An active CalWORKs and WTW program.• At least six months remaining on his/her CalWORKs 48-Month Time Clock.• General knowledge of the expectations associated with the work place, including:<ul style="list-style-type: none">– Accepting responsibility for his/her work and actions,– Accepting supervision,– Adhering to work place requirements,– Attendance,– Appropriate dress/grooming,– Positive attitude,– Dealing with co-workers appropriately, and– Punctuality.
Referring customers to ESE ESS	<p>If the Employment Services Specialist (ESS) determines a customer meets the ESE eligibility criteria, he/she will send an e-mail to the ESE ESS with the customer's name and case number, following the Privacy and Security of Personally Identifiable Information (PII) policy. A list of ESE ESSs is included in the "ESE ESS" block in this IIN.</p>
Completed WTW 717 and resumé	<p>When discussing ESE with the customer, the ESS will ensure that the customer has an updated/completed WTW 717 and resumé, which includes:</p> <ul style="list-style-type: none">• Education, license(s), or degree(s),<ul style="list-style-type: none">– If none, write N/A, and• Previous work experience,<ul style="list-style-type: none">– If none write "No Work History" on WTW 717. <p>Note: Citadel needs to know this customer has no work history, and a resumé was not applicable.</p> <p>WTW 717s and resúmes must be reviewed and approved by the ESS before being provided to the WEX ESS for processing.</p> <p>The WTW 717 must be completed in its entirety. All WTW 717s and resúmes must be scanned via the office copier scanner and then e-mailed to CCDC. Staff will not scan using a desktop scanner.</p>

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INTERIM INSTRUCTION NOTICE #15-017 ERRATA, Continued

ESE ESS

A list of ESE ESS staff who will refer ESE eligible customers to CCDC is provided below:

District Office	ESE ESS
Adelanto	Gale Graab
Barstow	Olivia Chavira
Colton	Roberta Padilla
Del Rosa	Danielle Nunez
Fontana	Victoria Allen
Hesperia	Betzabeth Gonzalez
Needles	Terri Trueheart
Ontario	Lori Gore
Rancho	Juliet Keehan
Redlands	Irma Flores
Rialto	Yelena Ruiz
San Bernardino (01)	Irma Flores
San Bernardino (02)	Melissa Valdez
Victorville	Michelle Ramirez
Yucaipa	Gilda Meza De Clarke
Yucca Valley/29 Palms	Carol Mora

ESE ESS responsibilities

ESE ESS responsibilities include:

- Acting as a liaison between ESSs and CCDC to refer customers for employment.
 - Keeping the lines of communication open with CCDC.
 - Providing counseling and job coaching as needed to improve the customer's job retention.
 - Keeping CCDC informed of any issues that may affect the customer's participation in the ESE employment activity, i.e., the customer moves, his/her cash aid is discontinued, etc.
 - Notifying CCDC via the WTW 77 when a customer is discontinued from aid.
 - Contacting CCDC if there are any issues or questions regarding the customer.
 - Journaling all actions taken.
-

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INTERIM INSTRUCTION NOTICE #15-017 ERRATA, Continued

CCDC responsibilities

CCDC responsibilities include:

- Explaining the ESE employment activity to the customer.
- Keeping the ESE ESS informed of the referred customer's status, including whether he/she attends a CCDC appointment.
 - If CCDC receives a referral from an ESE ESS and does not hear from the customer or is unable to reach the customer within two business days, CCDC will contact the ESE ESS.
- Completing the TAD 104.
- Providing all necessary supervision, training, instruction, materials, equipment and supplies.
- Providing Workers' Compensation and State Disability Insurance (SDI).
- Covering all costs associated with background checks, fingerprinting, drug screening, physical, etc.
- Treating the ESE CalWORKs customer the same as a regular employee.
- Notifying ESE ESS within three business days when an ESE CalWORKs customer terminates employment, with the reason for termination.

Referring a CALWORKs customer to CCDC

Only an authorized ESE ESS may refer a customer to CCDC. The ESE ESS will take the following action to refer a customer to CCDC:

Step	Action
1	Ensure the customer has at least six months left on his/her CalWORKs 48-Month Time Clock.
2	Complete, print and provide a copy of the completed WTW 114.3 to the customer to retain for his/her record.
3	Ensure the customer has a(n): <ul style="list-style-type: none">• Completed WTW 717, and• Updated resumé, if he/she has employment history.
4	E-mail copies of the following items (as attachments following PII procedures) to Annette Punimata, apunimata@citadeledc.org : <ul style="list-style-type: none">• Completed WTW 114.3,• Completed WTW 717,• Resumé, if the customer has employment history,• Signed and dated HS 39, and• Completed, signed and dated ABCDM 228.
5	Complete the top portion of the TAD 104 form and give to the customer. <ul style="list-style-type: none">• CCDC will complete the TAD 104 and return it to the assigned ESE ESS if the customer is hired.
6	Instruct the customer to take the following with him/her to his/her meeting with CCDC: <ul style="list-style-type: none">• Photo identification• Social Security Card• Any certification and/or licenses (i.e. Forklift License, Certificate of Completion of Office Occupation Training, etc.).
7	Image all completed documents into C-IV.
8	Journal all actions taken.

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INTERIM INSTRUCTION NOTICE #15-017 ERRATA, Continued

**CalWORKs
customer
hired for ESE**

When CCDC informs the ESE ESS the customer has been hired, the ESE ESS will contact the owning ESS to take the appropriate action as follows:

Step	Action
1	Complete the Employment Detail page in C-IV as follows: <ul style="list-style-type: none"> • Select Category = Subsidized – Public and Type = Subsidized. • Enter Citadel Community Development Corporation as the Employer. • Enter the Service Provider's address and contact information. • Enter appropriate Job Title under the Job Information section. • Complete all other sections as needed. • Click Save and Return.
2	Add the employment activity through the Customer Activities List page in C-IV as follows: <ul style="list-style-type: none"> • Click Add Activity. • Enter the following on the Select Activity page: <ul style="list-style-type: none"> – Provider = Citadel Community Development Corporation – Category = WPR – Type = WEX • Click Search. • Select Citadel Community Development Corp. <p>Note: The Maximum Distance From Address may need to be set to All for an accurate search to be completed.</p>
3	Complete the Customer Activity Detail page with the following information: <ul style="list-style-type: none"> • Input the appropriate End Date not to exceed six total months. • Enter Scheduled Hours per Week. • Input the actual employment site name and address in the Additional Comments section. <p>Note: The ESE activity cannot be added from the Employment Detail page in C-IV. The Employment Detail and Customer Activity Detail pages will not link. Both records are required for ESE tracking purposes and will enable the ESS to track employment hours through the Employment Detail page.</p>
4	Complete the WTW 2; be sure to input the actual site name and address in the Additional Comments section.
5	Generate and explain the WTW 2 to the customer (see F&P #14-068 for the WTW 2).
6	Ensure a signed ABCDM 228 is on file for CCDC.
7	Arrange for necessary supportive services and provide the customer with the appropriate Notices of Action (NOAs).
8	Image all pertinent information into C-IV.
9	Journal all actions taken.

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INTERIM INSTRUCTION NOTICE #15-017 ERRATA, Continued

Entering employment hours

Monthly ESE hours cannot be tracked using the **Employment Hours Detail** page on the **Customer Activities List** page in C-IV. The employment record and activity cannot be linked in C-IV. The ESS will:

Step	Action
1	Enter a zero for each day on the Activity Progress Detail page in C-IV on a monthly basis until the activity end date.
2	Update the Hours and Hourly Wage in the Status Information section on the Employment Detail page in C-IV.

A screen shot of the **Status Information** section in C-IV is provided below:

Status Information					
■	Status	Hours/Week	Hourly Wage	Begin Date	End Date
<input type="checkbox"/>	Active	40	9.00	04/15/2015	

ESE income

ESE income is earned income and must be:

- Reported on the Semi-Annual Eligibility Status Report (SAR 7) and at Re-Evaluation/Recertification (RE/RC).
 - Verification of income (pay stubs, leave and earnings statements or other credible forms of proof) must be included.
- Counted if the specific amount and date received is known with reasonable certainty within the month or Semi-Annual Reporting (SAR) Payment Period.

ESE hours cause case to be over income

Before discontinuing a CalWORKs case for being over income limits, the Eligibility Worker (EW) and ESS must determine whether an Assistance Unit (AU) member is in a subsidized employment activity by reviewing the **Employment List** page in C-IV to identify if the employer is CCDC.

If the only employer is CCDC, the EW and ESS will follow the chart below:

Stage	Description
1	The EW sends an e-mail to the ESS asking for a reduction in the customer's CCDC hours to keep the case within the CalWORKs income limits.
2	The ESE ESS: <ul style="list-style-type: none">• Contacts the customer and CCDC to reduce the employment hours, or• Closes the ESE activity in instances when the customer cannot work a minimum of 20 hours per week as it would cause the case to be over the CalWORKs income limits.
3	The ESE ESS e-mails the EW the adjusted ESE employment information.
4	The EW: <ul style="list-style-type: none">• Uses the reduced ESE hours to reasonably anticipate income, or• Discontinues the case if it is still over income.
5	The EW and the ESS Journal all actions taken.

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INTERIM INSTRUCTION NOTICE #15-017 ERRATA, Continued

Completion of ESE activity

CCDC will notify the ESE ESS within three days when a customer successfully completes an ESE subsidized employment activity. The ESE ESS will contact the owning ESS to take appropriate action. Upon notification, the owning ESS will take action as follows:

Step	Action
1	<ul style="list-style-type: none">• Contact the customer to schedule an appointment to sign the WTW 2 prior to his/her employment end date, and• Mail an ADM 107 informing the customer of the required appointment.
2	Take all necessary follow up action to end the ESE activity.
3	Enroll the customer in his/her next appropriate activity.
4	Journal all actions taken.

Termination of ESE activity

CCDC will notify the ESE ESS within three days when a customer is terminated from ESE subsidized employment activity, including the reason for early termination (if applicable). The ESE ESS will contact the owning ESS to take appropriate action as follows:

Step	Action
1	<ul style="list-style-type: none">• Call the CalWORKs customer to determine possible Good Cause, and• Initiate noncompliance if no Good Cause is determined.
2	Take all necessary follow up action to end the activity.
3	<ul style="list-style-type: none">• Discontinue corresponding supportive services, and• Mail the Denial of Transportation NOA (NA 821).
4	Enroll the customer in his/her next appropriate activity, if applicable.
5	Journal all actions taken.

WTW 24-Month Time Clock

Customers participating in ESE with an active WTW 24-Month Time Clock will have their time counted based on whether or not they meet Federal Work Participation Rate (WPR) requirements for their household.

Example: Single parent customer with all children over the age of six, required to complete 30 hours per week/128 hours per month. Customer is an ESE participant and provides verification that he/she worked a total of 115 hours in the review month. That averages to 26.55 hours per week, rounded to 27; customer did not meet Federal WPR in the review month. Therefore, the customer's WTW 24-Month Time Clock will tick for that review month.

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INTERIM INSTRUCTION NOTICE #15-017 ERRATA, Continued

ESE Provider Citadel Community Development Corporation (CCDC) is the contracted ESE provider. The ESE ESS will refer pre-screened customers utilizing the WTW 114.3.

Service Provider	Age Requirement	Contact Person	Areas Served	Positions Available (not all-inclusive)
Citadel Community Development Corporation 937 S Via Lata, Ste. 500 Colton, CA 92324 Phone (909) 992-0929 Referral Hours/Days Mon. - Fri. 8:00 am - 5:00 pm Closed for lunch 12:00 pm - 1:00 pm	18+	Annette Punimata Program Director apunimata@citadeledc.org	Entire San Bernardino County	<ul style="list-style-type: none">• Clerical• Customer Service• General Labor• Reception• Retail• Sales• Security• Warehouse

Questions Managers with questions regarding this IIN may contact Megan Peck, Program Specialist I (PS I) at (909) 383-9748 or via e-mail at mpeck@hss.sbcounty.gov.

INTERIM INSTRUCTION NOTICE #15-034**JULY 1, 2015****SUBJECT:** CalWORKs Youth Employment Program (CYEP)**DISTRIBUTION:** Welfare-to-Work,
CalWORKs, and
CalFresh**FILE:** WTWPBH – In Front of Chapter 15
CWPHB – In Front of Chapter 7
CFPHB – In Front of Chapter 8**OBSOLETE:** July 31, 2016**Overview**

This Interim Instruction Notice (IIN) provides information and instructions regarding the implementation and continuation of the California Work Opportunity and Responsibility to Kids (CalWORKs) Youth Employment Program (CYEP). CYEP is a subsidized employment activity obtained through the Workforce Development Department (WDD) for Transitional Assistance Department (TAD) Welfare-to-Work (WTW) youth ages 16 through 24 years (eligibility ends the date the CalWORKs youth turns 25).

CYEP offers CalWORKs youth the opportunity to gain employment experience, improve work skills, maintain current work history, become self-sufficient and contribute to the economic stability of San Bernardino County.

Timeframe

CYEP is effective 7/1/15 through 6/30/16.

Forms

The following forms are referenced in this IIN and are available in the TAD Forms Catalog, WTW:

Form Number	Form Title
WTW 2	Welfare-to-Work Plan - Activity Assignment
TAD 104	Employment & Income Verification
WTW 114.2	CYEP - WTW Referral Form
WTW 77	Memo to Service Providers

**CYEP flyer for
CalWORKs
youth**

The Program Development Division (PDD) will mail a CYEP flyer (#15-177) to all CalWORKs youth ages 16 through 24 years informing them to contact their Employment Services Specialist (ESS) or Customer Service Center (CSC) if they are interested in participating in CYEP, the week of 7/6/15.

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INTERIM INSTRUCTION NOTICE #15-034, Continued

Notification when slots are filled WDD will communicate to the TAD WTW Regional Manager (RM) or back-up when slots for each Service Provider are filled.

RDB The PDD Contracts Unit has added the appropriate CYEP activities to the Resource Databank (RDB). The ESS will utilize those CYEP activity(ies) within C-IV.

Additional slots may not be added to the RDB. Once all slots are filled, the RDB will not allow the ESS to add the activity in C-IV.

Length of CYEP assignment The maximum CYEP assignment for each CalWORKs youth through the duration of the program (7/1/15 to 6/30/16) is six total months or a total of 485 hours worked, **whichever is reached first**. This allows more CalWORKs youth the opportunity to participate in the program.

If a CalWORKs youth completes the six-month or 485 hours worked maximum with one CYEP Service Provider, his/her eligibility to the program is ended. CYEP assignments to more than one CYEP Service Provider will only be allowed when one assignment ends prior to the six-month maximum and the CalWORKs youth has not worked over 485 hours. The CalWORKs youth would then be eligible for the remainder of the six-month period or until he/she has worked 485 total hours, whichever comes first, with another CYEP Service Provider.

Example: The CalWORKs youth completes a three-month CYEP assignment with one CYEP Service Provider and that assignment has ended. He/she worked 250 hours during this period. The CalWORKs youth would be eligible for another three-month CYEP assignment with another CYEP Service Provider, for a maximum of 235 hours.

Six month or 485 worked hours maximum CalWORKs youth **who have not** reached their six month or 485 worked hours maximum may be referred back to CYEP for the new 7/1/15 to 6/30/16 contract timeframe (See the "CalWORKs youth who previously participated in CYEP" block in this IIN for more information).

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INTERIM INSTRUCTION NOTICE #15-034, Continued

Eligibility criteria

A CalWORKs youth will be considered eligible for a CYEP Employment position if he/she is age 16 through 24 years (eligibility ends the date the CalWORKs youth turns 25), and he/she has:

- An active CalWORKs and WTW program.
 - At least three months remaining on his/her CalWORKs 48-Month Time Limit, if applicable.
 - General knowledge of the expectations associated with the work place, including:
 - Attendance,
 - Punctuality,
 - Adhering to work place requirements,
 - Appropriate dress/grooming,
 - Accepting supervision,
 - Dealing with co-workers appropriately, and
 - Accepting responsibility for his/her work and actions.
-

18 and 19 year old teen graduates

An 18 or 19 year old teen discontinued from CalWORKs due to having obtained a High School Diploma (HSD) or its equivalent **is not** eligible for CYEP. If the teen's CalWORKs case is discontinued, his/her CYEP Employment activity will be discontinued effective the date of CalWORKs discontinuance.

Example: Bob is an 18-year-old teen aided on his parent's CalWORKs case. He is participating in CYEP and will obtain his high school diploma on 6/1/15. Bob's CalWORKs is set to discontinue on 6/1/15 due to having obtained his HSD. The ESS will:

- Contact Bob to notify him of his 6/1/15 CYEP discontinuance date,
 - Notify WDD and the contracted CYEP Service Provider via the Memo to Service Providers (WTW 77) that the CalWORKs youth is no longer eligible for CalWORKs funded services,
 - Discontinue supportive services,
 - Deregister the WTW program, and
 - **Journal** all actions taken.
-

CalWORKs youth who are not required to participate in WTW

CalWORKs youth who are not required to participate in WTW do not have to attend Orientation/Appraisal. The ESS will:

- Review the WTW Rights and Responsibilities (WTW 1) with the CalWORKs youth, and
- Make every attempt to obtain the CalWORKs youth and parent/caretaker signatures on all forms (if under 18 years of age), however, this is not required.

Note: If the CalWORKs youth has an open CalWORKs case but not an open WTW Program, the ESS will open a WTW Program for the CalWORKs youth with:

- **Work Registration = Mandatory**, and
 - **Program Status = Active – Enrolled** (See the "CalWORKs youth hired for CYEP employment" block for more information).
-

Continued on next page

INTERIM INSTRUCTION NOTICE #15-034, Continued

Referring a CalWORKs youth to the CYEP ESS

If an Eligibility Worker (EW) or ESS determines a CalWORKs youth meets CYEP eligibility criteria, he/she will send an e-mail to the CYEP ESS with appropriate information, following the Policy for Privacy and Security of Personally Identifiable Information (PII), to refer the CalWORKs youth for CYEP employment. A list of CYEP ESSs is included in the "CYEP ESS" block in this IIN.

Matching a CalWORKs youth with a CYEP position

After discussing CYEP with the CalWORKs youth, the ESS will match the CalWORKs youth with a CYEP position by:

- Identifying and evaluating the CalWORKs youth's:
 - Employment goals,
 - Interests,
 - Skills,
 - Abilities,
 - Previous work experience, and
 - Education, licenses, or degrees, if applicable.
 - Reviewing the CYEP – WTW Referral Form (WTW 114.2) for a list of available positions and locations based on the evaluation.
-

CYEP ESS

A list of CYEP ESS staff who will refer CYEP eligible CalWORKs youth to CYEP Service Providers is provided below:

District Office	CYEP ESS
Adelanto	Gale Graab
Barstow	Olivia Chavira
Colton	Roberta Padilla
Del Rosa	Danielle Nunez
Fontana (09)	Victoria Allen
Hesperia	Cathy Hollis
Needles	Terri Trueheart
Ontario	Lori Gore
Rancho	Julia Keehan
Redlands	Gerardo Garcia
Rialto	Yelena Ruiz
San Bernardino (01)	Irma Flores
San Bernardino (02)	Melissa Valdez
Victorville	Michelle Ramirez
Yucaipa	Gilda Meza De Clarke
Yucca/29 Palms	Carol Mora

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INTERIM INSTRUCTION NOTICE #15-034, Continued

CYEP ESS responsibilities

CYEP ESS responsibilities include:

- Acting as a liaison between ESSs and CYEP Service Providers to refer CalWORKs youth for employment,
 - Ensuring there is open communication with CYEP Service Providers,
 - Providing counseling and job coaching as needed to improve the CalWORKs youth's job retention,
 - Keeping the CYEP Service Provider informed of any issues that may affect the CalWORKs youth's participation in the CYEP employment activity (i.e., the CalWORKs youth moves, his/her cash aid is discontinued, etc.),
 - Notifying WDD via the Memo to Service Providers (WTW 77) whenever a CalWORKs youth is no longer eligible for CalWORKs funded services, and
 - Contacting the CYEP Service Provider if there are any issues or questions regarding the CalWORKs youth.
-

CYEP Service Provider responsibilities

CYEP Service Provider responsibilities include:

- Explaining the CYEP activity to the CalWORKs youth and parent, if applicable,
 - Keeping the CYEP ESS informed of the referred CalWORKs youth's status, including whether he/she attends a CYEP Service Provider orientation,
 - If the CYEP Service Provider receives a referral from an ESS and does not hear from the CalWORKs youth within two business days, the CYEP Service Provider will call the CYEP ESS,
 - Completing the Employment and Income Verification (TAD 104) form,
 - Providing all necessary supervision, training, instruction, materials, equipment and supplies,
 - Providing Workers' Compensation and State Disability Insurance (SDI),
 - Covering all costs associated with background checks, fingerprinting, drug screening, physical, etc.,
 - Treating the CYEP CalWORKs youth the same as a regular status employee, and
 - Notifying WDD within three business days when a CYEP CalWORKs youth terminates employment and the reason for termination.
-

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INTERIM INSTRUCTION NOTICE #15-034, Continued

Referring a CalWORKs youth to a CYEP Service Provider

Only an authorized CYEP ESS may refer a CalWORKs youth to one of the contracted CYEP Service Providers, as follows:

Step	Action
1	Ensure the youth is a CalWORKs customer between the ages of 16 to 24 years.
2	Ensure the CalWORKs youth has at least three months left on his/her CalWORKs 48-Month Time Clock, if applicable.
3	<ul style="list-style-type: none">• Complete the WTW 114.2, and• Circle the correct Service Provider name and address for the CalWORKs youth (See Forms and Procedures (F&P) Guide for the WTW 114.2).
4	<ul style="list-style-type: none">• Complete a Release of Information (ABCDM 228), and• Have it signed and dated by the CalWORKs youth.
5	<ul style="list-style-type: none">• Print, and• Provide a copy of the completed WTW 114.2 to the CalWORKs youth to hand carry to the appropriate CYEP Service Provider.
6	E-mail a copy of the completed WTW 114.2 as an attachment with appropriate information, following the Policy for Privacy and Security of PII, to the contact person(s) listed on the Service Provider List (see "CYEP Service Provider" block in this IIN).
7	Provide the CalWORKs youth a copy of the TAD 104, after ensuring the top portion of the form is complete. <ul style="list-style-type: none">• The Service Provider will complete the form and return to the assigned CYEP ESS if the CalWORKs youth is hired.
8	Image all pertinent information into C-IV.
9	Journal all actions taken.

Note: A list of CYEP Service Providers with contact information is available in the "CYEP Service Provider" block in this IIN.

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INTERIM INSTRUCTION NOTICE #15-034, Continued

CalWORKs youth hired for CYEP employment

When the CYEP Service Provider informs the CYEP ESS the CalWORKs youth has been hired, the CYEP ESS will contact the owning ESS to take appropriate action, as follows:

Step	Action						
1	<p>Review the case to determine if the CalWORKs youth has an open WTW program, and:</p> <table border="1"> <tr> <th>If there is...</th><th>Then...</th></tr> <tr> <td>An active WTW program,</td><td>Add the CYEP employment activity.</td></tr> <tr> <td>No active WTW program,</td><td> Open a WTW program for the CalWORKs youth with the: <ul style="list-style-type: none"> • Work Registration = Mandatory, and • Program Status = Active - Enrolled. </td></tr> </table>	If there is...	Then...	An active WTW program,	Add the CYEP employment activity.	No active WTW program,	Open a WTW program for the CalWORKs youth with the: <ul style="list-style-type: none"> • Work Registration = Mandatory, and • Program Status = Active - Enrolled.
If there is...	Then...						
An active WTW program,	Add the CYEP employment activity.						
No active WTW program,	Open a WTW program for the CalWORKs youth with the: <ul style="list-style-type: none"> • Work Registration = Mandatory, and • Program Status = Active - Enrolled. 						
2	<p>Complete the Employment Detail page in C-IV as follows:</p> <ul style="list-style-type: none"> • Select Category = Subsidized – Public and Type = Subsidized, • Enter Workforce Development Department as the Employer, • Enter the Service Provider's address and contact information (See "CYEP Service Providers" block), • Enter appropriate Job Title under the Job Information section, • Complete all other sections as needed, and • Click Save and Return. 						
3	<ul style="list-style-type: none"> • Add the employment activity through the Customer Activities List page in C-IV as follows: <ul style="list-style-type: none"> – On the Select Activity page select the following: <ul style="list-style-type: none"> ✓ Provider = Workforce Development Department ✓ Category = WPR ✓ Type = WEX ✓ Start Date = 07/01/2015 ✓ Maximum Distance From Address = All – The ESS must ensure to select the CYEP activity with a start date of 07/01/2015 (the Start Date may be modified on the Customer Activity Detail page after the activity is selected). – The C-IV CYEP activity End Dates may not be edited to extend the activity end date beyond 6/30/16. The length of assignment for a CYEP youth is not to exceed six total months. • Input the actual employment site name and address in the Additional Comments section of the: <ul style="list-style-type: none"> – Customer Activity Detail page, and – WTW 2. <p>Note: The CYEP activity cannot be added from the Employment Detail page in C-IV. The Employment Detail and Customer Activity Detail pages will not link. Both records are required for CYEP tracking purposes and will enable the ESS to track employment hours through the Employment Detail page.</p>						
4	<ul style="list-style-type: none"> • Generate and explain the WTW 2 to the CalWORKs youth (See F&P for the WTW 2). • Ensure a signed ABCDM 228 is on file for the CYEP Service Provider. 						
5	Arrange for necessary supportive services and provide the CalWORKs youth with the appropriate Notices of Action (NOAs).						
6	Image all pertinent information into C-IV.						
7	Journal all actions taken.						

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INTERIM INSTRUCTION NOTICE #15-034, Continued

CalWORKs youth who previously participated in CYEP

The CYEP Service Provider may continue to employ a CYEP CalWORKs youth beyond 6/30/15 (prior round of CYEP) if the youth **has not reached** his/her six month or 485 worked hours maximum. The owning ESS will take the following steps for CalWORKs youth continuing CYEP:

Step	Action
1	<ul style="list-style-type: none">• Add the new Employment activity in C-IV:<ul style="list-style-type: none">– On the Select Activity page, select the following:<ul style="list-style-type: none">✓ Provider = Workforce Development Department✓ Category = WPR✓ Type = WEX✓ The CYEP activity End Dates may not be edited to extend the activity end date beyond 6/30/14 or 6/30/15. The length of assignment for a CalWORKs youth is not to exceed six total months.• Input the actual employment site name and address Additional Comments section of the:<ul style="list-style-type: none">– Customer Activity Detail page, and– On the WTW 2. <p>Note: The CYEP activity cannot be added from the Employment Detail page in C-IV. No changes or updates are required on the Employment Detail page in C-IV as the CalWORKs youth will remain employed by the same CYEP Service Provider.</p>
2	Generate and explain the WTW 2 to the CalWORKs youth and parent, if parent is present.
3	Authorize supportive services and provide the CalWORKs youth with the appropriate NOAs.
4	Image all pertinent information into C-IV.
5	Journal all actions taken.

Note: A new TAD 104 or WTW 114.2 is not required if the CalWORKs youth will remain employed by the same contracted CYEP Service Provider.

Example: Youth in CYEP beyond 6/30/15

The following is an example of a CalWORKs youth participating in CYEP beyond 6/30/15:

Stacy is hired for CYEP employment effective 5/1/15. The ESS will:

Step	Action
1	Add two CYEP activities in C-IV: <ul style="list-style-type: none">• One activity from 5/1/15 through 6/30/15, and• Another from 7/1/15 through 10/31/15, not to exceed six total months.
2	Generate and explain the two WTW 2s: <ul style="list-style-type: none">• One from 5/1/15 through 6/30/15, and• The other from 7/1/15 through 10/31/15.
3	Authorize supportive services.
4	Image all pertinent information into C-IV.
5	Journal all actions taken.

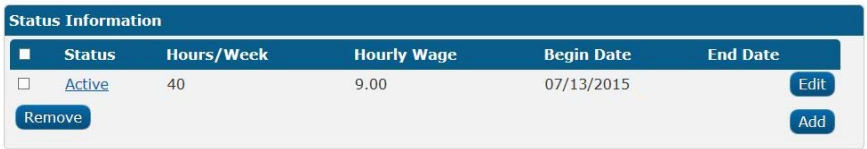
Note: The CYEP Service Provider will notify the CYEP ESS when a CalWORKs youth completes or is terminated from a CYEP subsidized employment activity, including the reason for termination. The CYEP ESS will contact the owning ESS to take appropriate action.

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INTERIM INSTRUCTION NOTICE #15-034, Continued

Entering employment hours

Monthly CYEP hours cannot be tracked using the **Employment Hours Detail** page on the **Customer Activities List** page in C-IV. The employment record and activity cannot be linked in C-IV. The ESS will:

Step	Action
1	Enter a zero for each day on the Activity Progress Detail page in C-IV on a monthly basis until the activity end date.
2	Update the Hours and Hourly Wage in the Status Information section on the Employment Detail page in C-IV when reviewing a CYEP employment case (See WTWPB Chapter 15 - Employment). A screen shot of the Status Information section in C-IV is provided below: 

CYEP income

CYEP income is earned income and must be:

- Reported on the SAR 7 Eligibility Status Report and at Re-Evaluation/Recertification (RE/RC).
 - Verification in the form of pay stubs, leave and earnings statements, or other credible forms of proof must be included.
- Counted if the specific amount and date received is known with reasonable certainty within the month or Semi-Annual Reporting (SAR) Payment Period.

Note: CYEP income earned by CalWORKs youth between the ages of 16 and 17 years is **exempt** from the CalWORKs and CalFresh budget (See the Income Treatment and Verification Charts in the CalWORKs and CalFresh Policy Handbooks).

CYEP hours cause case to be over income

Before discontinuing a CalWORKs case for being over income limits, the EW and ESS must verify if an Assistance Unit (AU) member is in a CYEP activity by reviewing the **Employment List** page in C-IV to determine if the CalWORKs youth's employer is WDD. If the employer is WDD only, then the EW and ESS will follow the chart below:

Stage	Description
1	The EW sends an email to the ESS asking for a reduction in the CalWORKs youth's CYEP hours to keep the case within the CalWORKs income limits.
2	The ESS: <ul style="list-style-type: none">• Contacts the CalWORKs youth and CYEP Service Provider to reduce the CYEP hours, or• Closes the CYEP activity as appropriate, and<ul style="list-style-type: none">– The CYEP activity would be closed in instances where the CalWORKs youth cannot work a minimum of 20 hours a week as it would cause the case to be over the CalWORKs income limits.• Generates and explains the new WTW 2 to the CalWORKs youth and parent, if parent is present.• E-mails the EW the adjusted CYEP information.
3	The EW: <ul style="list-style-type: none">• Uses the reduced CYEP hours to reasonably anticipate income, or• Discontinues the case if it is still over income.
4	The EW and ESS Journal all actions taken.

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INTERIM INSTRUCTION NOTICE #15-034, Continued

Completion of CYEP Employment activity

The CYEP Service Provider will notify the CYEP ESS when a CalWORKs youth completes a CYEP subsidized employment activity. The CYEP ESS will contact the owning ESS to take appropriate action, as follows:

Step	Action						
1	Call the CalWORKs youth to notify him/her of employment end, and: <table><tr><th>If the CalWORKs youth is...</th><th>Then...</th></tr><tr><td>A mandatory WTW participant,</td><td><ul style="list-style-type: none">Mail him/her an Appointment Letter (ADM 107) to discuss and sign a new WTW 2 prior to employment end, andGo to Step 2.</td></tr><tr><td>Not a mandatory WTW participant,</td><td>Deregister the WTW program upon completion of employment.</td></tr></table>	If the CalWORKs youth is...	Then...	A mandatory WTW participant,	<ul style="list-style-type: none">Mail him/her an Appointment Letter (ADM 107) to discuss and sign a new WTW 2 prior to employment end, andGo to Step 2.	Not a mandatory WTW participant,	Deregister the WTW program upon completion of employment.
If the CalWORKs youth is...	Then...						
A mandatory WTW participant,	<ul style="list-style-type: none">Mail him/her an Appointment Letter (ADM 107) to discuss and sign a new WTW 2 prior to employment end, andGo to Step 2.						
Not a mandatory WTW participant,	Deregister the WTW program upon completion of employment.						
2	Take all necessary follow up action to end the activity.						
3	Enroll the CalWORKs youth in his/her next appropriate activity.						
4	Journal all actions taken.						

Termination of CYEP employment activity

The CYEP Service Provider will notify the CYEP ESS when a CalWORKs youth is terminated from a CYEP subsidized employment activity, including the reason for early termination, and the CYEP ESS will contact the owning ESS to take the following action:

Step	Action
1	<ul style="list-style-type: none">Call the CalWORKs youth to determine possible Good Cause, andInitiate noncompliance if no Good Cause is determined, if applicable.
2	Take all necessary follow up action to end the activity.
3	Discontinue corresponding supportive services.
4	Enroll the CalWORKs youth in his/her next appropriate activity, if applicable.
5	Journal all actions taken.

CalWORKs youth complaint and grievance

Customers may file a complaint or grievance if they believe they have been discriminated against, there has been a violation of any laws or regulations, or if they have a problem regarding services received.

The ESS will provide and explain the Complaint and Grievance Procedure (HS 39) form to CalWORKs youth participating with a CYEP Service Provider, and will inform him/her of his/her right to file a complaint or grievance.

WTW monthly Time Clock

CalWORKs youth participating in CYEP with an active WTW Time Clock will have their time counted based on whether or not they meet Federal Work Participation Rate (WPR) requirements for their household.

CalWORKs youth currently on their parents' CalWORKs case will not have their WTW Time Clock activated.

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INTERIM INSTRUCTION NOTICE #15-034, Continued

CYEP Service Providers

The CYEP ESS will refer pre-screened CalWORKs youth to one of the contracted CYEP Service Providers listed in the following table (only an authorized CYEP ESS may make a referral):

Service Provider	Age Requirement	Contact Person	Areas Served	Positions Available
Career Institute 11837 Navajo Rd. Apple Valley, CA 92308 Phone (760) 792-1609 Referral Hours/Days Mon - Fri 7:00 am - 3:00 pm	18-24	Dennis Killion Dgkillion65@gmail.com	<ul style="list-style-type: none"> • Adelanto • Apple Valley • Hesperia • Phelan • Victorville 	<ul style="list-style-type: none"> • Automotive • Education • Food Industry • Hospitality • Medical • Office/Clerical • Recreation • Retail
Career Institute 2700 Barstow Rd. Barstow, CA 92311 Phone (760) 577-8269 Referral Hours/Days Tues - Thurs. 9:00 am - 4:00 pm	18-24	Melissa Matteson mmatteson@cinow.org	Barstow	<ul style="list-style-type: none"> • Automotive • Education • Food Industry • Hospitality • Medical • Office/Clerical • Recreation • Retail
Career Institute 572 Knickerbocker Rd., Big Bear, CA 92315 Phone (909) 866-2624 Referral Hours/Days Mon, Tue, & Thurs 9:00 am - 5:00 pm	18-24	Lisa Mc Cutcheon lmccutcheon@cinow.org	Big Bear	<ul style="list-style-type: none"> • Automotive • Education • Food Industry • Hospitality • Medical • Office/Clerical • Recreation • Retail
Career Institute 16633 Lemon St. Hesperia, CA 92345 Phone (760) 964-3864 Referral Hours/Days Mon - Fri 8:00 am - 5:00 pm	18-24	Werner Vonderheide Dubsr9@gmail.com	<ul style="list-style-type: none"> • Adelanto • Apple Valley • Hesperia • Phelan • Victorville 	<ul style="list-style-type: none"> • Automotive • Education • Food Industry • Hospitality • Medical • Office/Clerical • Recreation • Retail
Career Institute Saddleback Ctr. (Above 7-11) 300 S. State Hwy 173 Lake Arrowhead, CA 92321 Phone (909) 744-8083 Referral Hours/Days Mon - Wed 8:00 am - 4:00 pm	18-24	Natasha Lewis nlewis@cinow.org	<ul style="list-style-type: none"> • Lake Arrowhead • Crestline • Running Springs 	<ul style="list-style-type: none"> • Automotive • Education • Food Industry • Hospitality • Medical • Office/Clerical • Recreation • Retail
Career Institute 10722 Arrow Route Suite 808 Rancho Cucamonga, CA 91730 Phone (909) 481-0270 Referral Hours/Days Mon - Thurs 8:30 am - 4:30 pm	18-24	LouAnne White careerInstitute@rocketmail.com	<ul style="list-style-type: none"> • Rancho Cucamonga • Ontario • Chino • Alta Loma 	<ul style="list-style-type: none"> • Automotive • Education • Food Industry • Hospitality • Medical • Office/Clerical • Recreation • Retail

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INTERIM INSTRUCTION NOTICE #15-034, Continued

CYEP Service Providers (continued)

Service Provider	Age Requirement	Contact Person	Areas Served	Positions Available
Chino Valley Unified School District 15650 Pipeline Ave. Chino Hills, CA 91709 Phone (909) 628-1201 Ext: 5353 (909) 322-8101 Cell (909) 548-6065 Fax Referral Hours/Days Mon - Thurs 7:30 am - 4:00 pm Fri 8:00 am - 1:00 pm	16-24	Cathy Toole Cathy_Toole@chino.k12.ca.us	<ul style="list-style-type: none"> Chino Chino Hills Montclair Ontario 	<ul style="list-style-type: none"> Animal Care Automotive Cosmetology Health Services Hospitality Manufacturing Office/Clerical Restaurant Retail
Colton, Redlands, Yucaipa ROP (CRYROP) 1214 Indiana Court Redlands, CA 92374 Phone (909) 793-3115 Ext: 502 Referral Hours/Days Mon. - Fri. 9:00 am - 1:00 pm	16-24	Christopher Bailey Christopher_bailey@cry-rop.org	<ul style="list-style-type: none"> Bloomington Colton Highland East Highland Fontana Grand Terrace Loma Linda Redlands Yucaipa 	<ul style="list-style-type: none"> Child Care Office/Clerical Parks/Recreation Public Agency Retail Facilities Management
First Institute Training & Management, Inc. (FITM) 14755 Foothill Blvd. Suite M Fontana, CA 92335 Phone (909) 829-1643 (773) 344-7435 Referral Hours/Days Mon - Thurs 8:30 am - 5:00 pm	16-24	Ariel Nieves anievas@firstinstitute.com	<ul style="list-style-type: none"> Bloomington Chino Colton Fontana Ontario Montclair Rancho Cucamonga Rialto 	<ul style="list-style-type: none"> Assistant (community based, government law offices, etc.) Cashier Clerical Commercial Lettering Customer Service Design Digital Printing Graphic Design Maintenance/Janitorial Marketing Medical Office Parks & Recreation Receptionist Teacher Aide Warehouse/ Packer Washing Cars Washing/Ironing

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INTERIM INSTRUCTION NOTICE #15-034, Continued

CYEP Service Providers (continued)

Service Provider	Age Requirement	Contact Person	Areas Served	Positions Available
<p>First Institute Training & Management, Inc. (FITM) 57725 Twentynine Palms Hwy Yucca Valley, CA 92335</p> <p>Phone (909) 829-1643 (773) 344-7435</p> <p>Referral Hours/Days Mon - Thurs 8:30 am - 5:00 pm</p>	16-24	<p>Ariel Nieves anievas@firstinstitute.com</p>	Yucca Valley	<ul style="list-style-type: none"> • Assistant (community based, government law offices, etc.) • Cashier • Clerical • Commercial Lettering • Customer Service • Design • Digital Printing • Graphic Design • Maintenance/ • Janitorial • Marketing • Medical Office • Parks & Recreation • Receptionist • Teacher Aide • Warehouse/ Packer • Washing Cars • Washing/Ironing
<p>Goodwill Industries Southern California 16934 Bear Valley Rd. Victorville, CA 92395</p> <p>Phone (760) 780-4970 Ext: 4872 (760) 686-1161 (Cell)</p> <p>Referral Hours/Days Mon - Fri 8:30 am - 4:30 pm</p>	16-24	<p>Tyler Swanson Program Coordinator tswanson@goodwillsocal.org</p> <p>Sabreena Smith Youth Career Advisor sabrina.smith@goodwillsocal.org</p>	<ul style="list-style-type: none"> • Adelanto • Apple Valley • Hesperia • Lucerne Valley • Phelan • Victorville 	<ul style="list-style-type: none"> • Crew Member • Custodial • Medical Office • Office Assistant • Tire Technician • Retail Associate
<p>MHS Needles Center for Change 300 H Street Needles, CA 92363</p> <p>Phone (760) 326-4590</p> <p>Referral Hours/Days Mon - Fri 8:00 am - 5:00 pm</p>	16-24	<p>Ashley Wren awren@mhsinc.org</p> <p>Patti Munson Program Manager pmunson@mhsinc.org</p>	Needles	<ul style="list-style-type: none"> • Bakery • Chamber of Commerce • City Positions • Clerical • Customer Service • Doctors' Offices • Teacher Aide • Food Service • Hardware • Hospital • Newspaper • Parks & Recreation • Plumbing • Warehouse Work

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INTERIM INSTRUCTION NOTICE #15-034, Continued

CYEP Service Providers (continued)

Service Provider	Age Requirement	Contact Person	Areas Served	Positions Available
Operation New Hope 8520 Archibald Ave. Ste. A. Rancho Cucamonga, CA 91730 Phone (909) 527-3894 (951) 906-0134 Referral Hours/Days Mon - Fri 8:00 am - 4:00 pm	17-24	Martinez Sellers msellers@onhcares.com	<ul style="list-style-type: none">• Highland• San Bernardino City• West End San Bernardino County	<ul style="list-style-type: none">• Automotive,• Clerical• Community outreach• Customer Service/Retail• Government• Hospitality• Warehouse
Provisional Accelerated Learning (PAL) Center 2450 Blake St. San Bernardino, CA 92407 Phone (909) 887-7002 Ext: 123 Referral Hours/Days Mon - Thurs 7:00 am - 5:30 pm	18-24	Jacqueline White Youth Program Director marie8351@aol.com	<ul style="list-style-type: none">• Colton• Fontana• Highland• Redlands• Rialto• San Bernardino	<ul style="list-style-type: none">• Animal Hospital• Construction• Computer Skills• Custodial/• Janitorial• Landscaping & Gardening• Medical• Office Skills/Clerical• Parks & Rec.• Recreation Aide• Retail• Teacher Aide

Questions

Managers with questions regarding this IIN may contact Stephanie Maldonado, Program Specialist (PS) I, in PDD at (909) 383-9708 or via county e-mail at smaldonado@hss.sbcounty.gov.

Terms and Definitions

Introduction	This section contains terms and definitions associated with income, as it is used in CalFresh.
Averaged	Income, expenses or deductions divided proportionately over a specified period of time.
Award letter	Written approval of a benefit amount, such as Unemployment Insurance Benefits (UIB), Social Security, etc.
Best estimate	The method of determining expected income based on the customer's statement and using reasonable certainty rules.
Cash grant	Grants received from CalWORKs, General Relief (GR), Refugee Demonstration Project (RDP), and Refugee or Entrant Cash Assistance (RCA or ECA).
Certification period	The period in which a case is eligible for benefits. A household must complete a Recertification (RC) at the end of the certification period to continue receiving CalFresh. Income and expenses are projected over the certification period to determine benefits.
Converted income	For SAR households, income that the household expects to receive may be converted to a monthly amount by using a conversion factor of 4.33 (for weekly income) or 2.167 (for biweekly income). This monthly amount will be used to determine benefits in the certification period. Income is based on what the recipient reports on the SAR 7 or at Recertification (RC) and what income is reasonably anticipated to continue.
Corrective/ supplemental payment	Any correction or adjustment in a cash grant for a current or prior month that was not anticipated in the month received.
Earned income	Income received in cash or in-kind as wages, salary, commission or profit from business activities in which the household member is engaged as an employee or a self-employed individual.
Eligibility Determination and Benefit Calculation (EDBC)	<p>The automatic computation in C-IV of a household's income eligibility and benefit allotment triggered by EW entry into the C-IV system.</p> <p>EDBC is how the C-IV System automatically determines eligibility for CalWORKs, CalFresh, Medi-Cal and Child Care. Once information is entered, the C-IV System uses programmed rules to determine eligibility and benefit amounts.</p>

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Terms and Definitions, Continued

Fluctuating income	<p>Fluctuating income is income that is reasonably anticipated to be received in different monthly amounts for each month of the certification period.</p> <p>For more information see Chapter 10 – Budgeting in this handbook.</p>
General Assistance (GA) grant	<p>General Assistance grants are known as General Relief (GR). These grants are considered unearned income in the month received.</p>
Income and Eligibility Verification System (IEVS)	<p>A federally mandated system used to request, exchange, and provide income and property information for the purposes of verifying eligibility and the amount of CalFresh benefits issued.</p>
Inconsequential/casual income	<p>Income received too infrequently or irregularly to be reasonably anticipated.</p>
Legally obligated	<p>Required by law or by a Court Order.</p>
Loan	<p>Monies received by a household which must be repaid.</p>
Lost Benefit	<p>Benefits for a prior calendar month that a household was entitled to, but did NOT, receive. These benefits are considered Lost Benefits when issued in the current calendar month for a prior month.</p>
Lump Sum income	<p>Money received for a retroactive period (prior months) or from a non-recurring source such as one time lottery winnings, insurance settlements, etc.</p>
Overpayment recoupment	<p>A process in which an amount is deducted from a cash grant to repay a cash aid Overpayment (OP).</p>
Overissuance	<p>Benefits a household received but was not entitled to receive.</p>

Continued on next page

Terms and Definitions, Continued

Permanent Disability benefits	Generally, disability benefits are government issued or worker's compensation issued based on a permanent disability .
Proration	The method used to apportion income and deductions to the household.
Prospective budgeting	Budgeting method that uses reasonably anticipated income and deductions for the determination of benefits for an Assistance Unit (AU)/household.
Public Assistance (PA) grant	Public Assistance grants are generally CalWORKs or Temporary Assistance for Needy Families (TANF). These grants are considered unearned income in the month received.
Reasonably anticipated income	<p>The rule used to anticipate household prospective income. Reasonable certainty for income means the source, amount, and date of receipt of the income is known. Income is considered "reasonably anticipated" when it can be determined with reasonable certainty the customer will receive a specified amount of income during any month of the certification period. This applies to all types of income, earned or unearned. Reasonably anticipated income is income which meets both of the following conditions:</p> <ul style="list-style-type: none">• The income has been or will be approved or authorized within the upcoming certification period, or the family/household is otherwise reasonably certain the income will be received within the period; AND• The amount of the income is known. <p>See the "Reasonably Anticipated Income" section of this chapter.</p>
Roomer	An individual renting a room (not to include meals) from a household that owns the property.
Source of income	A term used to describe a specific origin of income (a certain employer, a type of benefits from an agency, etc.) regardless of type of income.
Student financial aid	Scholarships, educational grants, fellowships, college workstudy income, educational loans, veteran's educational benefits, and similar payments made to students of post-secondary educational institutions.

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Terms and Definitions, Continued

Supplement	Benefits a household was entitled to, but did not, receive. These benefits are considered a supplement when issued in and for the current month.
Temporary Disability benefits	Generally, benefits are State Disability Insurance (SDI), Disability Insurance Benefits (DIB), or worker's compensation issued based on a temporary disability .
Third Party Beneficiary	Income received by a payee for another individual. Typically this occurs when a parent receives child support or Social Security benefits for a child, the beneficiary. When the payee and the beneficiary are in separate households, the payee must make that income available for the care and maintenance of the beneficiary or the income is counted to the payee.
Undefined income	Income received jointly by a household member and an ineligible household member or member of a separate household which is not attributable to a specific individual.
Unearned income	Income that is not the direct result of labor, such as UIB, DIB, Social Security, etc.
Vendor payment	A payment made to a third party for a household expense by a person or agency not legally obligated to make this payment. Households are no longer required to report vendor payments, however, action must be taken on these when reported.
Voucher payment	A payment by voucher for a household living expense.
Workforce Investment Act (WIA)	A federally funded training program, formerly known as JTPA, providing income to the household when participating in a job related training program. Locally this program is through the Career Development and Training Department.

Income Treatment and Verification Chart

Introductions	<p>The chart on the following pages lists:</p> <ul style="list-style-type: none">• Specific income types• The income classification• Any verification requirements in addition to or differing from the general verification rules given below
References	<p>The regulatory basis for this section and the following chart can be found in:</p> <ul style="list-style-type: none">• Manual of Policies and Procedures (MPP) 63-501• MPP 63-502• MPP 63-502.1• MPP 63-502.2• MPP 63-502.3• MPP 63-503.4
Verifying earned income	<p>For Semi-Annual Reporting (SAR) households, earned income must be reported at application or semi-annually (every six months) – on the SAR 7 Eligibility Status Report (SAR 7) or at Recertification (RC). Verification in the form of pay stubs, leave and earnings statements, or other credible forms of proof may be included with the SAR 7/RC. There may be times when these verifications combined with historical data or customer contact will be sufficient information to reasonably anticipate income for the upcoming certification period. See the Examples of complete versus incomplete SAR 7 for verification reasons block in the SAR 7 Completeness – Income Verifications section in Chapter 9 of this handbook for examples.</p>
Verifying unearned income	<p>For SAR households, unearned income must be reported at application, on the SAR 7 or at RC.</p> <p>Unearned income paid on a monthly basis and in a fixed amount, except for annual increases, must be verified at application, RC, or when the amount changes. Verification is not required with the SAR 7 when the amount remains the same.</p> <p>Unearned income issued more often than once monthly must be verified with the SAR 7. Credible proof of each payment must be attached. Exception: A customer's statement is acceptable verification for Child Support income. Refer to the Family support, child/spousal support segment on the Income Verification Chart in this section of the handbook.</p>
Verifying excluded income	<p>The customer's statement on the SAR 7 is sufficient verification of excluded income.</p>
Copies of verification	<p>When customers submit verification via mail, image the verification into C-IV and return the original document(s) to the customer immediately.</p>

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Income Treatment and Verification Chart, Continued

Income Source	Classification/Treatment	Verification
Adoption Assistance Payment (AAP)	Unearned – use amount after excluding allowable expense reimbursements, if any Note: See Cash grant/Foster Care for pre-adoption subsidies.	Copy of: <ul style="list-style-type: none"> • Check • Approval/renewal notice • Statement from source Note: No additional verification is required if AAP is issued through C-IV.
Agent Orange Settlement	Excluded	Customer's statement on: <ul style="list-style-type: none"> • SAR 7, or • Statement of Facts.
AmeriCorps*Vista Joined Before on Aid	Earned	See Earned Income
AmeriCorps*Vista Joined While On Aid	Excluded	Copy of: <ul style="list-style-type: none"> • Pay stub, or • Other credible proof showing source
AmeriCorps*State, AmeriCorps*National, AmeriCorps*National Civilian Community Corps, etc.	Excluded	Copy of: <ul style="list-style-type: none"> • Pay stub, or • Other credible proof showing source
Annuities <ul style="list-style-type: none"> • Insurance – claim settlement (e.g., death, injury, or property damage/loss) 	See Insurance settlement	See Insurance settlement
<ul style="list-style-type: none"> • Insurance – investment (e.g., whole life) 	Unearned	Copy of: <ul style="list-style-type: none"> • Check, or • Other credible proof showing source and gross amount
<ul style="list-style-type: none"> • Retirement other than Railroad or Social Security retirement 	See Pension fund income	See Pension fund income
ARRA <ul style="list-style-type: none"> • Filipino Veterans Equity Compensation payments of up to \$15,000 	Excluded	Customer's statement on: <ul style="list-style-type: none"> • SAR 7, or • Statement of Facts.
Blood or plasma donation	Earned	Customer's statement on: <ul style="list-style-type: none"> • SAR 7, or • Statement of Facts.
Boarder income (Income received for providing both lodging and meals)	Earned - See "Roomer/Boarder/Net Rent Income" in this Chapter	<ul style="list-style-type: none"> • Boarder agreement, or • Other credible proof of the payment agreement, and • Receipts or other acceptable verification of expenses if actual expenses chosen.
Bonus checks/vacation pay <ul style="list-style-type: none"> • Received while employed 	Earned	See Earned Income
<ul style="list-style-type: none"> • Received as termination pay off 	See Lump Sum	See Lump Sum

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Income Treatment and Verification Chart, Continued

Income Source	Classification/Treatment	Verification
Cafeteria plan (i.e., when benefit plan monies are added to an employee's gross pay)	<ul style="list-style-type: none"> Excluded – benefit plan dollars spent on health, dental, and vision insurance Earned – excess benefit plan money received as cash pay <p>Follow the steps below to determine the correct amount of gross earnings when benefit plan dollars are added to the gross earnings:</p> <ul style="list-style-type: none"> Total gross pay – Benefit plan dollars = Gross earning Subtotal Benefit plan dollars – Actual health, dental, and vision cost (whether before or after tax) = Excess benefit plan dollars; if negative amount, use zero Gross earning subtotal (from Step 1) + Excess benefit plan dollars (from Step 2) = Countable earnings Use Countable earnings (from Step 3) as gross earnings for eligibility and benefit determination 	See Earned Income
Cash Advance	Count as income in month received. Note: If the Cash Advance (already received in a previous month) is included on pay verification for a subsequent month, deduct the Cash Advance amount from the gross.	See specific income source for verification.
Casino Disbursements (Also known as per Capita Payments)	See Native American Tribal Income	See Native American Tribal Income
Car allowance	See "Reimbursements"	See Reimbursements
Cash contributions (Cash from a relative or friend)	Exclude increases due to the absent person's deployment to a designated combat zone.	Leave and Earnings Statement, military order, or other information verifying deployment to a designated combat zone.
<ul style="list-style-type: none"> Cash contributions earmarked for an expense 	Excluded	Customer's statement on: <ul style="list-style-type: none"> SAR 7, or Statement of Facts.
<ul style="list-style-type: none"> Other cash contributions 	Unearned	Customer's statement on: <ul style="list-style-type: none"> SAR 7, or Statement of Facts.

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Income Treatment and Verification Chart, Continued

Source	Classification/Treatment	Verification
Cash gifts	Excluded	Customer's statement on: <ul style="list-style-type: none"> SAR 7, or Statement of Facts.
<ul style="list-style-type: none"> Less than \$30 per calendar quarter More than \$30 per calendar quarter 	Unearned	
Cash grants (common types) <ul style="list-style-type: none"> CalWORKs/Temporary Assistance for Needy Families (TANF) - including if received from another state Cash Assistance Program for Immigrants (CAPI aid codes 1A, 6K, 6M, and 6T) General Relief (GR aid code 90) Refugee Cash Assistance (RCA) Tribal TANF 	<ul style="list-style-type: none"> Unearned Resource – if received after the month intended for. Use the entire cash aid amount prior to the financial sanction when a CalFresh household member is sanctioned/penalized in the CalWORKs program. 	<ul style="list-style-type: none"> Cash aid case record, Statement or report from source, Notice of Action (NOA), or A journal entry explaining that the amount of benefits issued in the other state/county has been confirmed. <p>Note: If cash grant should NOT be used in the CalFresh budget determination, utilize the Customer Options Detail page in C-IV. For instructions, see the C-IV User Guide, CalWORKs & CalFresh – Customer Options Detail page for CalWORKs/CalFresh.</p>
<ul style="list-style-type: none"> Foster Care Kin-GAP When the child is included in household. 	Unearned	<ul style="list-style-type: none"> FC case record Other credible proof showing source
<ul style="list-style-type: none"> Foster Care Kin-GAP When child is not included in household. 	Excluded	
<ul style="list-style-type: none"> Overpayment recovery amount 	See "Overpayment Recovery – Cash grants".	

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Income Treatment and Verification Chart, Continued

Income Source	Classification/Treatment	Verification
Census earnings – permanent	Earned Note: Treated as earned income if it can be reasonably anticipated	See Earned Income
Charitable contributions – non profit organizations	<ul style="list-style-type: none"> Exclude - \$300 per calendar quarter Unearned – Amount over \$300 per calendar quarter 	Statement from source
Child Care provider income (Including applicant/recipient provider paid by San Bernardino, or another County)	Earned – (Self-employment) Use net after deducting allowable expenses	<ul style="list-style-type: none"> Copy of check, or C-IV child care payment information, and Receipts or other acceptable verification of expenses if actual expenses chosen
Child/Spousal Support	See Family Support	See Family Support
Child/student earnings	<p>Excluded when the child:</p> <ul style="list-style-type: none"> Is 17 years old or younger, <i>and</i> Is enrolled* in primary or secondary school, <i>and</i> Lives with a natural, adoptive, or stepparent or under the parental control of a household member other than a parent. <p>* “Enrolled” means the child is attending. If so, the exclusion continues to apply during temporary interruptions in attendance due to semester or vacation breaks, provided attendance will resume following the break.</p> <p>Includes home school programs recognized or supervised by the state.</p>	Customer's statement on: <ul style="list-style-type: none"> SAR 7, or Statement of Facts, or CalFresh Application.
	<p>Earned income when:</p> <ul style="list-style-type: none"> The above does not apply 	See Earned Income
College Work Study (CWS) <ul style="list-style-type: none"> CalWORKs Work Study Federal Work Study 	<p>Excluded</p> <p>Note: Refer to the Student Criteria Chapter for details.</p>	<ul style="list-style-type: none"> Pay stubs with CWS noted, or VER 106 C-IV or award letter from college financial aid office. Student budget or documents/receipts to verify related expenses. <p>Note: The CWS award letter from the Victor Valley College financial aid office will only indicate Federal Work Study if the customer is approved for Federal Work Study.</p>
<ul style="list-style-type: none"> State Work Study 	<p>Earned – when completion of TAD FS 45 Worksheet shows excess CWS remaining</p> <p>Note: Refer to the Student Criteria Chapter for details.</p>	
Death benefit	See source of issuance (i.e., Insurance settlement, Social Security, Railroad, or Veterans benefits)	See source of issuance (i.e., Insurance settlement, Social Security, Railroad, or Veterans benefits)

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Income Treatment and Verification Chart, Continued

Income Source	Classification/Treatment	Verification
Deferred compensation (employer sponsored retirement plans such as 401k, 403b, or 457)	Earned – do not deduct from gross earnings whether before or after tax deduction	See Earned Income
Disability Insurance Benefits (Referred to as State Disability Insurance (SDI) or Disability Insurance Benefits (DIB)) administered by the Employment Development Department (EDD) See Lump sum for retroactive payments	Unearned – refer to “Garnishments” and/or “Overpayment recovery” if verification shows a garnishment and/or overpayment deduction	<ul style="list-style-type: none"> Benefit stub, Award letter, Copy of check, EDD printout, or Income and Eligibility Verification System (IEVS) abstract. Note: Do not use EDD REAL-Time Match page in Medi-Cal Eligibility Data System (MEDS) to verify the receipt of SDI or DIB.
Disaster relief <ul style="list-style-type: none"> Payment for repair of home or temporary shelter 	Excluded Note: Unspent and unreturned Federal Emergency Management Agency (FEMA) payments are unearned income in the month received. See Lump Sum. Other payments must be evaluated by the Program Development Division (PDD) for possible exclusion.	Statement from source
Payment for related expenses (e.g., clothing, furnishings, etc.)	Excluded – treat any amount remaining after month of receipt as a resource	
Disaster Unemployment Assistance	Excluded	<ul style="list-style-type: none"> Benefit stub, Award letter, or EDD printout. Note: Do not use EDD REAL-Time Match page in MEDS to verify the receipt of Disaster Unemployment Assistance.
Diversion Payment	Excluded – When all of the following are met: <ul style="list-style-type: none"> Payment is a one-time payment made no more than once in any 12-month period to meet needs that do not extend beyond a 90-day period, such as automobile repair to retain employment or appliance repair to maintain living arrangement The State/County agency advises in writing the payment is primarily designed to address barriers to achieve self-sufficiency rather than provide assistance for normal living expenses The household did not receive a regular cash aid payment in the prior month or in the current month 	Statement of use for payment
Dividends (basic) <ul style="list-style-type: none"> Stocks/bonds Whole life insurance 	Unearned – may be received on a monthly, quarterly, or annual basis	Statement from source
Domestic Volunteer Services (Formerly VISTA volunteers)	See AmeriCorps*VISTA	See AmeriCorps*VISTA

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Income Treatment and Verification Chart, Continued

Income Source	Classification/Treatment	Verification
Earned Income: <ul style="list-style-type: none"> Earnings <ul style="list-style-type: none"> Salary Commissions Wages Military pay (If earned by an absent person but made available to the household, see "Cash contributions".) 	Earned income	<ul style="list-style-type: none"> Pay stubs, Leave and earnings statement, Payroll records, Copy of paycheck showing gross, Employment contact, Employer's written statement, Release of Information form, or Other credible proof showing source and gross amount, such as the customer's statement signed under penalty of perjury if other verification is unavailable. See Reporting Chapter for examples.
Earned Income Tax Credit (EITC), federal and/or state: <ul style="list-style-type: none"> Actual/recurring with earnings 	Excluded	Verify with supporting documentation only if questionable. <ul style="list-style-type: none"> Pay stub, Statement on SAR 7, Statement of Facts, or Other credible proof showing source
<ul style="list-style-type: none"> Year-end 	See Lump Sum	
Educational loans and grants <ul style="list-style-type: none"> SEOG; NDSL; BEOG; PELL; FISL; GSL; SSIG; EOPS; BIA; CAL Grant A, B, C; and Perkins Loans (formerly NDSL) <p>Note: Refer to Student Criteria chapter for detailed list.</p>	<ul style="list-style-type: none"> Excluded – If funded in whole or part by federal Title IV exclude entire amount. If used/intended for educational expenses, exclude the portion used/intended. Unearned – If <u>not</u> funded in whole or part by Title IV and <u>not</u> used/intended for educational expenses. 	<ul style="list-style-type: none"> VER 106 C-IV form or award letter from college financial aid office, Student budget from college financial aid office, Documents/receipts to verify related expenses in excess of student budget.
Welfare-to-Work/Employment and Training (WTW)/ (E&T) related expense reimbursements	See Reimbursements	See Reimbursements
Expense reimbursements (From employers, JTPA, Department of Rehabilitation)	See Reimbursements	See Reimbursements
Family Subsistence Supplemental Allowance – FSSA (Paid by the Dept. of Defense)	Unearned	See Earned Income

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Income Treatment and Verification Chart, Continued

Income Source	Classification/Treatment	Verification
Family support	Unearned	<p>Verify at application, Re-Evaluation (RE), and change: Copy of court order and/or check received if available, Statement from payer, C-IV records, or Statement on SAR 7 or Statement of Facts Other credible proof, including the customer's statement signed under penalty of perjury if other verification is unavailable. See Reporting Chapter for examples.</p> <p>Note: For budgeting purposes, child support paid to a household for a child is considered the income of the child for whom it is paid, not income of the payee and should be coded to that child in C-IV as appropriate.</p> <p>Important: Child support received for a child who receives Supplemental Security Income/State Supplementary Payment (SSI/SSP) is exempt in the CalFresh household.</p>
<ul style="list-style-type: none"> Spousal support – direct Child/spousal support – excess 	Unearned	
<ul style="list-style-type: none"> Child support – for Maximum Family Grant (MFG) child from the Department of Child Support Services (DCSS). Directly from an absent parent and kept by the household 	Unearned	
<ul style="list-style-type: none"> Direct Child Support received for a child receiving CalWORKs (Regardless if paid to the DCSS or not) 	Excluded	
<ul style="list-style-type: none"> Child support – received for a child out of the home 	<ul style="list-style-type: none"> Excluded – if turned over to the adult child or minor child's caretaker relative Unearned – if kept by the household 	
<ul style="list-style-type: none"> Child support – received as the result of a State or Federal income tax refund interception 	See Lump Sum	
<ul style="list-style-type: none"> Child and Spousal Support Disregard (CSSD) 	Unearned Note: Checking for a CSSD payment is a manual process. If reasonably anticipated, enter the CSSD payment amount into C-IV.	
<ul style="list-style-type: none"> Child Support – <u>Assigned Arrears</u> by Department of Child Support Services (DCSS) 	Unearned If reasonably anticipated, enter the payment amount into C-IV	
<ul style="list-style-type: none"> Child Support – <u>Unassigned Arrears</u> by DCSS 	Unearned If reasonably anticipated, enter the payment amount into C-IV Note: Unassigned arrears may or may not have been issued to the customer. Contact DCSS if necessary for issuance verification, when determining reasonably anticipated income.	

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Income Treatment and Verification Chart, Continued

Income Source	Classification/Treatment	Verification
Federal payments to Indians	See Native American Tribal Income	See Native American Tribal Income
Gambling, lottery, and other winnings	See Winnings	See Winnings
Garnishments Child support Other debt owed	Is an income exclusion. Depending on the type of income garnished, treat the garnished amount as earned or unearned income.	Pay stubs, leave and earnings statement, or payroll records, Benefit stub, Statement from source, or IEVS abstract.
Overpayment recovery	See Overpayment recovery	
Homeless Assistance (HA)	Excluded	Cash aid case record, or C-IV information.
Income In-kind (IIK) Work performed in exchange or item provided unconditionally	Excluded – reduce housing/utility deduction by the amount provided in-kind.	Statement from the provider
Inconsequential/casual income \$30 or less per household in a calendar quarter	Excluded	Customer's statement on: SAR 7, or Statement of Facts.
More than \$30 per household in a calendar quarter	Unearned	
Inheritance – one-time payment	See Lump sum	See Lump sum
Insurance settlement • One-time payment	See Lump Sum	See Lump Sum
Recurring payment	Unearned	Statement from source
Interest payments (basic) Certificate of deposit (CD) Savings account	Unearned – may be received on a monthly, quarterly, or annual basis	Statement from source
Job Corps	See Workforce Investment Act (WIA)	See WIA
JTPA – adult or child		
Jury duty: • Mileage reimbursements	• Excluded	Statement from source
• Actual jury service	• Unearned – San Bernardino County pays \$15 per day beginning the second day	
Loans • When terms of loan are specified in a written statement including the: – Amount of loan, – Repayment plan, and – Signature of lender and borrower	Excluded	Copy of written agreement between lender and borrower
• When the above is not met	Unearned	<ul style="list-style-type: none"> • Statement from source, or • Statement on SAR 7 or Statement of Facts.

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Income Treatment and Verification Chart, Continued

Income Source	Classification/Treatment	Verification
Lottery, gambling and other winnings	See "Winnings"	See "Winnings"
Low income energy assistance <ul style="list-style-type: none"> Home Energy Assistance Program (HEAP) Low Income Home Energy Assistance Program (LIHEAP) 	Excluded	Customer's statement on: <ul style="list-style-type: none"> SAR 7, or Statement of Facts.
Lump Sum	Excluded – treat as property in the month received unless specifically excluded from resource consideration; refer to the Resource chapter for details Note: Tax credit/refund checks are excluded as a resource in the month of receipt and for the following: <ul style="list-style-type: none"> 11 months for federal tax, or 2 months for state tax. Amounts retained by the customer after these time periods are counted as a resource. Note: When a lump sum payment includes a current/regular payment, the current portion of the payment is treated as income according to the issuance source.	<ul style="list-style-type: none"> Award letter, Statement from source, Copy of check, Court papers, Settlement notice, or Release of Information form.
Meals	Excluded – do not use the value of meals when the pay stub shows meals included in the gross.	Pay stubs or leave and earnings statement showing meals included in gross pay
Mileage reimbursement	See Reimbursements	See Reimbursements
Mining Rights are considered a Resource, the income received from the Mining Rights is considered self-employment.	See Self Employment	See Self Employment
Native American tribal member income Note: Native American tribal member income does not include Tribal Temporary Assistance for Needy Families (TANF). See "Cash grants".	Generally excluded: refer to Eligibility and Assistance Standards (EAS) 63-506 for more information or contact PDD for determination.	Statement from source
Casino Disbursements (Also known as per Capita Payments)	If casino's income disbursements are from interest on legal shares to the customer in trust or restricted land, the first \$2000 per calendar year is excluded. Any funds over \$2000 per calendar year, is treated as unearned income.	<ul style="list-style-type: none"> Award letter, or Copy of check (will need additional verification showing gross benefit)
Noncitizen's sponsor's income	Unearned – See Citizens/Noncitizens/CFAP Chapter	Unearned, see Chapter 5 – Citizens/Noncitizens/CFAP
Nutrition Assistance Program (NAP) (Received from Puerto Rico, American Samoa, or Commonwealth of the Northern Mariana Islands)	Excluded – Inaccessible resources	<ul style="list-style-type: none"> Statement from source, Statement on SAR 7, or Statement of Facts.
On-the-job training	See Earned Income	See Earned Income

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Income Treatment and Verification Chart, Continued

Income Source	Classification/Treatment	Verification
Overpayment (OP) recovery: <ul style="list-style-type: none"> Cash grants 	<ul style="list-style-type: none"> Excluded – if recovery is the result of an administrative error OP; use grant remaining after OP adjustment Unearned – if recovery is the result of applicant/recipient error or fraud related OP; use grant prior to OP adjustment 	<ul style="list-style-type: none"> Review of C-IV information
<ul style="list-style-type: none"> Other sources of income 	<ul style="list-style-type: none"> Excluded – if recovery is for an OP originating from the same source of income (Social Security Administration (SSA) reduced for SSA OP); use income amount less OP adjustment Earned or unearned – if recovery is not for an OP originating from the same source of income (SSA reduced for Veteran's Affairs (VA) OP); use income amount including OP adjustment 	Statement from source
Pass-through money (Money belonging to another person but handled by a household member to pay expenses for them)	Exempt (Not the household's income)	Customer's statement on: <ul style="list-style-type: none"> SAR 7, or Statement of Facts
Per Diem	See Reimbursements	See Reimbursements
Pension fund income <ul style="list-style-type: none"> One-time payment Monthly payment 	See Lump sum	See Lump sum
<ul style="list-style-type: none"> Monthly payment 	Unearned – Use net amount when mandatory expenses for distribution of payment are withheld.	<ul style="list-style-type: none"> Statement from source, Copy of check showing gross, or Other credible proof showing source and gross amount.
Prison release funds <ul style="list-style-type: none"> Earnings held in trust pending inmates release Transition/gate money 	Excluded	See Lump Sum
<ul style="list-style-type: none"> Transition/gate money 	See Lump Sum Note: Release funds that are a reimbursement to cover living expenses such as rent, food, or clothing are not excluded as income	
Private Disability Insurance (PDI) (i.e., privately purchased or employer-sponsored disability insurance benefits)	Unearned	<ul style="list-style-type: none"> Statement from source, Copy of check showing gross, or Other credible proof showing source and gross amount.

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Income Treatment and Verification Chart, Continued

Income Source	Classification/Treatment	Verification
Railroad administered benefits: <ul style="list-style-type: none"> • Retroactive payments • Death benefit – one-time payment 	<ul style="list-style-type: none"> • See Lump sum 	<ul style="list-style-type: none"> • See Lump sum
<ul style="list-style-type: none"> • Retirement • Survivors' • Unemployment • Sickness (for illness, injury, pregnancy, or birth of a child) 	<ul style="list-style-type: none"> • Unearned • See Overpayment recovery if verification shows a recovery 	<ul style="list-style-type: none"> • Award letter, • SSA 491 TC or SSA 1610, • Copy of check (will need additional verification showing gross benefit), or • Other credible proof showing source and gross amount
Refunds of housing or utility deposits	Excluded	Customer's statement on: SAR 7, or Statement of Facts.
Rehabilitation/Vocational training	<ul style="list-style-type: none"> • Excluded – if reimbursement of expenses • Earned – for hourly wage and any money reimbursed in excess of expenses incurred 	Statement from source
Reimbursements when received: <ul style="list-style-type: none"> • From an employer (not self-employment) • From Department of Rehabilitation • From E&T, WTW, JTPA, WIA 	<ul style="list-style-type: none"> • Excluded – the amount of the actual expense • Unearned – any amount over the actual expense. 	<ul style="list-style-type: none"> • Any credible document from the source • Statement on SAR 7 or Statement of Facts for E&T and JTPA reimbursements
<ul style="list-style-type: none"> • In connection with self-employment (e.g., mileage reimbursed by contracting party) • For personal clothing, food eaten at home, or rent/mortgage 	<p>Earned (self-employment) – add mileage reimbursement to gross self-employment before determining net self-employment amount</p> <p>Unearned – use the full amount</p>	<p>Note: Reimbursements shall not be considered to exceed actual expenses unless the provider or household indicates the amount is excessive.</p>
Relocation assistance when received from: <ul style="list-style-type: none"> • A public agency or paid by a private non-profit organization based on need and relocation is unavoidable due to a public project (such as freeway expansion) 	Excluded	
<ul style="list-style-type: none"> • A private party or organization 	See Lump sum	See Lump Sum
Rental income from personal property or real estate	Classification/treatment depends on the amount of activity involved in management of the property; must determine net rent amount. Refer to "Roomer/Boarder/Net Rent Income" section of this Chapter for details.	<ul style="list-style-type: none"> • Rental agreement, or • Other credible proof of the payment agreement, and • Receipts, documents, or other acceptable verification of expenses if applicable.

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Income Treatment and Verification Chart, Continued

Income Source	Classification/Treatment	Verification
Repatriate loan	Excluded	Case record
Restitution payment for individuals of Japanese ancestry	Excluded	Customer's statement on: <ul style="list-style-type: none"> • SAR 7, or • Statement of Facts
Retirement benefits other than Railroad or Social Security	See Pension fund income	See Pension fund income
Retroactive benefits/payments	See Lump Sum	See Lump Sum
Ricky Ray Hemophilia Relief Fund	Excluded	Statement from source
Roomer income (i.e., income from renting a room) <ul style="list-style-type: none"> • Household owns the home = roomer arrangement 	Earned (self-employment) – use net after deducting allowable expenses; refer to the “Roomer/Boarder/Net Rent Income” section of this chapter for details	<ul style="list-style-type: none"> • Rental agreement, or • Other credible proof of the payment agreement, and • Receipts or other acceptable verification of expenses if actual expenses chosen.
<ul style="list-style-type: none"> • Household does not own the home = shared arrangement 	No income attributed to the household Exception: When the individual/family the household shares rent with pays more than the actual rent amount, the excess amount is treated as unearned income and the CalFresh household's housing deduction is disallowed.	<ul style="list-style-type: none"> • Credible proof of the payment agreement, or • Customer's statement on: <ul style="list-style-type: none"> – SAR 7, or – Statement of Facts.
Royalty/residual income (e.g., payments received as profits from the sale of a product; from oil or gas leases; made from the sale of an item under a patent)	Unearned – may be received on a monthly, quarterly, or annual basis	<ul style="list-style-type: none"> • Pay stub, • Earnings statement, • Statement from source, or • Other credible proof showing source and gross amount.
School Employment	If pay is deferred (Deferred Net Pay) to be paid in non-working months, deduct from gross and count as income in month received.	See Earned Income
Self-employment	Earned – use net self-employment amount after deducting allowable expenses; refer to the “Self-employment Income” section of this chapter for details	<ul style="list-style-type: none"> • Business records (receipts, invoices, check ledger/canceled checks), • Profit and loss statement, • Tax records, • Other credible proof showing source, gross amount, and expenses, • TAD SAR 7 Supplemental, or • Customer's statement on: <ul style="list-style-type: none"> – SAR 7, or – Statement of Facts.

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Income Treatment and Verification Chart, Continued

Income Source	Classification/Treatment	Verification
Senior Community Service Employment Provision (SCSEP) – Title V of the Older Americans Act	Excluded	<ul style="list-style-type: none"> Pay stub, and Statement from Office on Aging confirming SCSEP status.
Senior Volunteer Services <ul style="list-style-type: none"> Retired Senior Volunteer Program Foster Grandparents program Older Americans Community Service Program 	Excluded	Customer's statement on: <ul style="list-style-type: none"> SAR 7, or Statement of Facts.
Severance pay	See "Lump Sum"	See "Lump Sum"
Smog impact fee refund	Excluded – any interest received is unearned income in the month received	Copy of check or Department of Motor Vehicles (DMV) receipt
Social Security administered benefits		
<ul style="list-style-type: none"> Retroactive payments Death benefit – one time \$255 payment 	See "Lump Sum"	See "Lump Sum"
<ul style="list-style-type: none"> OASDI/RSDI/SSDI <ul style="list-style-type: none"> Old age/retirement Survivors' Disability 	Unearned – refer to "Garnishments" and/or "Overpayment recovery" if verification shows a garnishment and/or overpayment deduction Note: To determine gross benefits when a Medicare premium is deducted, the premium must be added back into the benefit amount.	<ul style="list-style-type: none"> Award letter, SSA 491 TC or SSA 1610, Copy of check (will need additional verification showing gross benefit), IEVS abstract, or Other credible proof showing source and gross amount
<ul style="list-style-type: none"> Supplemental Security Income (SSI/SSP) 	Excluded	
State Disability Insurance (SDI/DIB)	See "Disability Insurance Benefits"	See "Disability Insurance Benefits"
Stipend		<ul style="list-style-type: none"> Statement from source, Copy of check showing gross, or Other credible proof showing source and gross amount
<ul style="list-style-type: none"> Fixed periodic payments to defray expenses 	Excluded	
<ul style="list-style-type: none"> Fixed periodic payments for services 	Earned	
Strike Benefits	Unearned	Payment voucher, Statement from source, or Release of Information form
Student/child earnings	See "Child/student earnings"	See "Child/student earnings"
Subsidized employment	Earned	See "Earned Income"
Summer Youth Training Program	See "Child/student earnings"	See "Child/student earnings"
Tax rebates, credits, and temporary tax relief measures, including rebates from the Economic Stimulus Act of 2008	See "Lump Sum"	Customer's statement on: <ul style="list-style-type: none"> SAR 7, or Statement of Facts.
Tax refunds		
Third party vendor payments	See "Vendor payments"	See "Vendor payments"

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Income Treatment and Verification Chart, Continued

Income Source	Classification/Treatment	Verification
Tips <ul style="list-style-type: none"> As an employee 	Earned – refer to the “Tips, Meals, and/or Lodging on Pay Stub” section of this chapter for details	Pay stub, Statement on SAR 7 or Statement of Facts, or SAR 7 Supplemental.
<ul style="list-style-type: none"> When self-employed 	Earned (self-employment) – add tips to gross self-employment before determining net self-employment amount	See Self-employment
Transitional Age Youth (TAY)	Unearned	Statement from source or copy of check
Transitional Housing Program - Plus (THP-Plus)	Excluded – Money placed into the Emancipation Fund In-kind – Money paid directly to a third party for housing/utilities and expenses are not allowed Note: If the amount received is less than the incurred expense, the household can receive the remaining amount as an expense. Unearned – Money made available to the youth or put into a personal savings	Copy (which includes the amount of each income category received): <ul style="list-style-type: none"> Statement from source Check
Transportation reimbursement from employer	See Reimbursements	See “Reimbursements”
Trust disbursements	Unearned – may be received monthly, quarterly, or annually	Copy of check, or Other credible proof showing source and gross amount.
Unemployment Insurance Benefits (UIB) (See “Lump Sum” for retroactive payments)	Unearned – refer to “Garnishments” and/or “Overpayment recovery” if verification shows a garnishment and/or overpayment deduction. Note: If a child is receiving UIB, allow if the child was employed as an actor and is now unemployed.	<ul style="list-style-type: none"> Benefit stub, Award letter, Copy of check (will need additional verification showing gross benefit), EDD printout, or IEVS abstract.
UIB – Disaster Unemployment Assistance	Excluded – refer to Disaster Unemployment Assistance section of this chapter for more information	Note: Do not use EDD REAL-Time Match page in MEDS to verify the receipt of UIB.
Vacation pay/bonus checks	See “Bonus checks/vacation pay”	See “Bonus checks/vacation pay”
Vendor payments <ul style="list-style-type: none"> Legally obligated to household but diverted to a third-party to pay for a household expense 	Earned or unearned – depending on the source/type of payment; housing costs paid to landlord/mortgage holder by the Transitional Assistance Department (TAD) (due to WTW sanction) are treated as unearned income.	Statement from source Note: Even though the household is not required to report changes in vendor payments, reported or known changes must be acted on.
<ul style="list-style-type: none"> Not legally obligated to household 	Excluded	

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Income Treatment and Verification Chart, Continued

Income Source	Classification/Treatment	Verification
Veteran's Benefits		
• Burial expense allowance	See "Lump Sum"	See "Lump Sum"
Compensated Work Therapy Program (CWT)	Earned	Copy of check Statement from VA
Retroactive payments	See "Lump Sum"	See "Lump Sum"
VA Compensation VA Pension VA Survivors' benefits VA Aid & Attendance Allowance (VA A&A)	Unearned	CW 5, Award letter, or Copy of benefit check.
Veterans Educational Assistance Programs (G.I. Bill) such as:	Unearned – when semi-annual completion of the TAD FS 45 Worksheet shows income remaining; must refer to the Student Criteria Chapter for details	CW 5, Award letter, or Copy of benefit check.
• Vietnam Era (Chapter 106)		
• Montgomery Bill (Chapters 30, 31 and Veterans Retraining Assistance Program (VRAP))		
• Dependents' Bill (Chapter 35)		
• Veterans Educational Assistance Program – Post-Vietnam Era (Chapter 32)	<ul style="list-style-type: none"> Excluded – one-third of funds (this is because these funds were contributed by the veteran) Unearned – when semi-annual completion of the TAD FS 45 Worksheet shows income remaining; must refer to the Student Criteria chapter for details 	
• Veterans Education Assistance Act of 2008 (Chapter 33)	<ul style="list-style-type: none"> Unearned – students will receive a monthly living allowance equal to the housing allowance in their zip code. Excluded – students will receive an annual allowance to help offset the cost of textbooks and school supplies, not to exceed \$250 per term. 	
• Veterans Student Services Program	Earned – after deducting education related expenses	<ul style="list-style-type: none"> Pay stub, or Statement from the student financial aid office.
Victim compensation	Excluded	<ul style="list-style-type: none"> Notice from California Victims of Crime program, or Statement on SAR 7 or Statement of Facts.
VISTA	See "AmeriCorps*Vista"	See "AmeriCorps*Vista"
Vocational Rehabilitation Maintenance Allowance (VRMA)	Unearned	<ul style="list-style-type: none"> Benefit stub, Award letter, Copy of check, or Other credible proof showing source and gross amount
Weatherization and emergency repair of heating or cooling devices	Excluded – when one-time payment made under state or federal laws	Statement from source

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Income Treatment and Verification Chart, Continued

Income Source	Classification/Treatment	Verification
Winnings		
<ul style="list-style-type: none"> One-time payment <ul style="list-style-type: none"> Gambling Lottery Other (e.g., prize money) 	See "Lump Sum"	<ul style="list-style-type: none"> Statement from source, Copy of check, or Statement on SAR 7 or Statement of Facts.
<ul style="list-style-type: none"> Recurring payments <ul style="list-style-type: none"> Gambling Lottery Other (e.g., prize money) 	Unearned – may be received on a monthly, quarterly, or annual basis	
Workers' Compensation		
<ul style="list-style-type: none"> Retroactive payment 	See "Lump Sum"	See "Lump Sum"
<ul style="list-style-type: none"> Permanent – claim settlement <ul style="list-style-type: none"> One-time payment Recurring payments 	See "Lump Sum"	See "Lump Sum"
	Recurring Permanent Worker's Compensation benefits are considered permanent disability and unearned income. Note: Reimbursements are treated as unearned income when designated for normal living expenses.	<ul style="list-style-type: none"> Copy of check showing source and gross amount or Award letter from the insurance company, attorney, or issuance source involved
<ul style="list-style-type: none"> Temporary 	Unearned	
Workforce Investment Act (WIA)		<ul style="list-style-type: none"> Pay stub or Statement from WIA
Wages		Note: How the determination of "not under parental control" was made must be documented in the case record – 63-102(p)(A) & (B)
<ul style="list-style-type: none"> Received by adult (Non-dependent age 19 and over, or under 19 but not under parental control of a HH member) 	<ul style="list-style-type: none"> Earned -- use amount after excluding allowable expense reimbursements, if any 	
<ul style="list-style-type: none"> Received by child (A dependent under age 19) 	<ul style="list-style-type: none"> Excluded – regardless of school attendance or enrollment 	
<ul style="list-style-type: none"> Reimbursements (e.g., travel expenses, lunches, etc.) <ul style="list-style-type: none"> Received by adult Received by child 	See Reimbursements	
	Excluded	
Wraparound services	Excluded – services received Note: If cash is received directly from Wraparound, contact PDD for the appropriate usage.	<ul style="list-style-type: none"> Case record verifying Wraparound services paid through Foster Care, Statement from Social Worker, or Other credible proof showing source.

Income Information: Questions to Ask

Introduction

When a CalFresh household reports having income, several key questions need to be asked of the customer(s) receiving the income. Answering the questions in the section below will assist in determining when and how to budget the income in the CalFresh budget.

Questions to ask regarding income

Eligibility Workers (EWs) are responsible for clarifying any questions regarding income. Ask the following and update the information in C-IV (Employment Detail page, Expense detail page, journal, etc.):

- When did you last work or apply for benefits?
 - Are you self-employed or work for various contractors?
 - If you are self-employed, do you want the standard 40% deduction or wish to claim actual expenses?
 - Do you get tips or expense reimbursements?
 - How often are you paid?
 - Once a month?
 - Twice a month?
 - Every other week?
 - Every week?
 - Daily?
 - Will you have child care costs?
 - Who will be paying? Yourself or an agency like San Bernardino County?
 - How much?
 - How often?
 - Who for?
 - Do you pay by contract? Quarterly, weekly, or daily?
 - Is the dependent care provider a member of your household?
-

Types of Income

Introduction

This section explains the type of income and what that income consists of. There are four types of income considered in the CalFresh budget process: Earned, unearned, excluded, and considered as a resource.

Income type and explanation

- **Earned Income** – Income received in cash or in-kind as wages, salary, commission or profit from business activities in which the HH member is engaged as an employee or a self-employed individual.
 - **Unearned Income** – Income that is not the direct result of current labor. Unearned income includes grants, benefits, compensation for lack of employment and compensation for disability.
 - **Excluded Income** – Income which is excluded from consideration in the income eligibility and benefit determination process by specific regulation.
 - **Income as a Resource** – Income which is excluded from consideration in the income eligibility and benefit determination process and is typically considered a resource in the month it is received, i.e. lump sum or retroactive payment.
-

Availability and Use of Income

Introduction

The availability and use of income will vary depending on the status of the members in the household who have income. The following sections discuss the effects on the household when identified members have income.

For detailed information on budgeting, refer to the Budgeting chapter.

Determining availability of income

Two steps must be taken when determining the availability of income used in the CalFresh budget:

Step	Determining Availability of Income
1	Individuals living in a home may be identified as follows: <ul style="list-style-type: none">• Eligible members• Ineligible members• Boarders• Separate household members
2	Evaluate effect of ineligible members on the eligible household members.

Evaluating the effects on household

The following chart shows how to evaluate each person in the home and their effect on the household and Public Assistance Categorical Eligibility (PA CE) status. Income to the household is used in differing ways depending on the status of the person receiving the income.

Person's Status	Treatment of income received by this person	Effect on the household's PA CE Status
Household member who is ineligible due to: <ul style="list-style-type: none">• Ineligible Noncitizen status, or• SSN Requirement Disqualification	<ul style="list-style-type: none">• Verify and prorate.• Exclude this member's prorated share. Apply earned income deduction after proration.	No effect on PA CE status
Household member who is ineligible due to: <ul style="list-style-type: none">• CalFresh Work Requirement Disqualification• Intentional Program Violation (IPV) Disqualification, or• Ineligible due to Fleeing felon, Probation/parole violation, or drug felon status	Verify and use the entire amount.	Loss of PA CE status.
Household member who is ineligible due to: <ul style="list-style-type: none">• SSI/SSP Eligibility• Ineligible Student status, or• Ineligible Able-Bodied Adults without Dependents (ABAWD) status	Not available to the household (unless given to the household as a cash payment)	No effect on PA CE status.
Boarders not participating in the household		
Members of a separate household (roomers, live-in attendants, etc.)		

Tribal Temporary Assistance for Needy Families (TANF)

Introduction This section of the handbook includes information regarding the Tribal Temporary Assistance for Needy Families (TANF) program and how Tribal TANF income is treated in CalFresh.

Tribal TANF general information The Morongo Band of Mission Indians (MBMI) has been approved by the County of San Bernardino Board of Supervisors and the Transitional Assistance Department (TAD) to administer cash benefits and employment training services to eligible needy Native American families.

Customers or members of the household who live off a Native American reservation and in San Bernardino County have the option to receive cash benefits from MBMI or TAD, but not both at the same time.

Tribal TANF program Tribal TANF provides welfare services to eligible needy Native American families in the same manner as TAD. These services include job-readiness training, assistance in finding a job and supportive services, including child care, to enable Native Americans to leave the program and become self-sufficient.

Definitions The terms defined below are used in this handbook section.

Tribal TANF: TANF program administered and operated by a federally recognized Indian tribe.

Tribal TANF liaison: A group of TAD employees, including specialized EWs and an Eligibility Worker Supervisor I (EWS I), who are assigned the role of maintaining communication between MBMI and TAD and completing all actions relating to Tribal TANF. The e-mail address for the liaison is TribalTANF@hss.sbcounty.gov.

Morongo Tribal TANF Program (MTTP): Cash benefits, employment services, and child care services received from MBMI for Native American families/individuals who reside in San Bernardino County.

Other benefits/services Customers receiving cash assistance through Tribal TANF will receive the following benefits/services from the designated providers indicated:

Benefits/services	Provider
CalFresh	TAD
Child Care	MTTP
Medi-Cal	TAD
Welfare-to-Work (WTW)	MTTP

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Tribal Temporary Assistance for Needy Families (TANF),

Continued

Informing notice	<p>All CalFresh/CalWORKs applicants must receive the TTANF 001 – Important Notice for Native Americans form when completing the SAWS 1 – Initial Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs.</p> <p>If the customer expresses an interest in Tribal TANF, Eligibility Workers (EWs) will inform the customer to contact Morongo Tribal TANF directly via the phone number provided on the TTANF 001.</p>
CalWORKs transfer to Tribal TANF	<p>Upon Tribal TANF approval, the CalWORKs case will be discontinued and the CalFresh case will remain active with TAD. See the CalWORKs Policy Handbook (CWPHB), Chapter 1 – Applications, “Transferring to Tribal TANF” block for instructions.</p>
Tribal TANF income	<p>Tribal TANF is treated as a cash grant. The income is considered unearned and will be used in the determination of the CalFresh allotment amount. EWs must enter the Tribal TANF benefit amount, prior to any Tribal TANF sanctions or penalties, on the Other Program Assistance Detail page in C-IV. See C-IV User Guide>CalWORKs & CalFresh>Tribal TANF for instructions.</p>
Budgeting Tribal TANF	<p>Transferring from CalWORKs to Tribal TANF is considered a voluntary mid-period report. EWs will follow CalFresh Semi-Annual Reporting (SAR) or Change Reporting (CR) budgeting rules.</p> <p>Note: Tribal TANF benefit amounts are typically higher than CalWORKs benefit amounts.</p>
Tribal TANF & Transitional CalFresh	<p>Households discontinued from Tribal TANF may be eligible to Transitional CalFresh. See Chapter 14 – Transitional CalFresh of this handbook.</p>
Communication	<p>TAD has assigned a liaison to handle all communication with MBMI. EWs with questions or requests for MBMI will contact the Tribal TANF liaison via e-mail at TribalTANF@hss.sbcounty.gov.</p>

Veteran's Affairs (VA) Benefits

Introduction	This section provides information regarding Veteran's Affairs (VA) benefits and the Veterans Benefits Verification and Referral (CW 5) process.
Available income	CalFresh households, by regulation, are not required to apply for all available income as a condition of eligibility to CalFresh. However, the Transitional Assistance Department (TAD) has determined that all veterans, their spouses and /or dependents will be referred to the Veteran's Affairs (VA) offices to apply for any veteran's benefits as benefits may be available to the household.
What are Veteran's Benefits	VA benefits are benefits due to a veteran, his spouse and/or a dependent after the veteran is no longer an active member of the military. VA benefits consist of medical benefits, educational assistance, unearned income, etc.
Who to refer	<p>VA benefits are considered available income. It is recommended the veteran/head of household apply for VA benefits when the household contains a:</p> <ul style="list-style-type: none">• Veteran of the United States military service• Child(ren) and/or surviving spouse of a deceased veteran• Spouse and/or children of a veteran
When to refer	<p>The Veterans Benefits Verification and Referral (CW 5) VA referral is completed at:</p> <ul style="list-style-type: none">• Intake• Add person application• Recertification
When not to refer	<p>Do not complete the Veterans Benefits Verification and Referral (CW 5) or refer the household to VA if the service person is still on active duty, or if any one of the following information is unknown to the household:</p> <ul style="list-style-type: none">• Veteran's Social Security Number and date of birth• Veteran's Military Serial Number• Veteran's Administration Claim Number

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Veteran's Affairs (VA) Benefits

Veteran's Affairs (VA) Benefits, Continued

Where to get the CW 5 completed

– The customer will take the Veterans Benefits Verification and Referral form (CW 5) to the County Department of Veterans Affairs (VA) office closest to the customer's home. The office location and hours are listed below:

Office	Address	Phone	Hours
Barstow	100 E. Veterans Parkway Barstow, CA 92311	760.252.6257	Monday and Thursday 8:00 am – 4:00 pm
Chino	13260 Central Ave., 2 nd floor Chino, CA 91710	909.465.5241	Monday – Thursday 8:30 am – 4:30 pm
Hesperia	15900 Smoke Tree St., Ste. 145 Hesperia, CA 92345	760.995.8010	Monday – Thursday 8:30 am – 4:30 pm
San Bernardino	175 W. 5 th St., 2 nd floor San Bernardino, CA 92415	909.387.5516	Monday – Thursday. 8:30 am – 4:30 pm Friday 8:00 am – 4:00 pm
29 Palms	73629 Sun Valley Dr. 29 Palms, CA 92277	760.361.3896	Wednesday 9:00 am – 12:00 pm
Yucca Valley	56357 Pima Trail Yucca Valley, CA 92284	760.228.5234	Tuesday 9:00 am – 3:30 pm

Note: Before going to the VA office, the customer should call the VA office to confirm the office is open.

CW 5 referral actions

The CW 5 is not a mandatory form for CalFresh. The chart below lists the actions to take when the form is or is not returned:

If the CW 5 is...	Then...
Returned,	Image the CW 5 into the case record.
Not returned,	Take no adverse action.

Reasonably Anticipated Income

Introduction

Semi-Annual Reporting (SAR) and Change Reporting (CR), use a method of reasonably anticipated income and prospective budgeting for determining customer benefits. This section explains how to anticipate income. For more information on how to apply the following concepts, see Chapter 10 – Budgeting of this handbook.

SAR Prospective budgeting

Prospective budgeting requires the use of income the customer *reasonably anticipates* he/she will receive in a certification period when calculating benefits.

- Information reported at application and prior to processing the application is used to determine eligibility for the certification period. Information reported after the application has been processed is considered a mid- period report.
- Information reported on the SAR 7 is used to determine continuing eligibility for the remainder of the certification period. Eligibility Workers (EWs) must consider income and household information from the SAR Data Month, as well as all anticipated changes in income and expenses when determining continuing eligibility and benefit levels.
- Income changes reported prior to the Data Month (i.e., mandatory and voluntary mid-period reports) are used in the eligibility determination. If the mid-period change has already been verified, it does not need to be reported at the semi-annual report (SAR 7 or Recertification (RC)).
- If income fluctuates, it is not averaged over the certification period. Each month's benefits are based on that month's income.

The prospective budgeting method requires interaction between EWs and customers so the best available information is used to determine what the household's income situation will be in the future. Thorough case documentation is also required to explain how the EW determined the budget to be used. See Chapter 10 – Budgeting in this handbook for specific instructions regarding how to use reasonably anticipated income.

Reasonably anticipated income

Income is reasonably anticipated when the EW and the customer determine it is reasonably certain the customer will receive a specified amount of income during any month of the certification period. This applies to both earned and unearned income. Income shall be considered to be reasonably anticipated if:

- The income has been or will be received within the upcoming certification period or the household is otherwise reasonably certain that the income will be received within the certification period, and
- The amount of the income is known.

If the amount of income or date it will be received is uncertain, i.e. it cannot be reasonably anticipated, **that portion** of the Assistance Unit (AU)/household's income that is uncertain or cannot be reasonably anticipated will not be counted when determining income eligibility and benefit levels. Only use the amounts that can be reasonably anticipated. See the "Reasonably Anticipated Income: Intake Examples" and "Continuing Examples" sections in this chapter for more details.

Reasonably Anticipated Income, Continued

Reasonably anticipated cash grants

The actual amount of cash grant (including penalty amounts) that can be reasonably anticipated to be received in and for the month for which CalFresh eligibility/benefits are being determined, will be used as follows:

Intake will use the anticipated receipt of an initial cash grant to determine CalFresh eligibility and benefit level only if, at the time the CalFresh application is being approved, the cash grant has been approved and it is reasonably anticipated to be received within the intended month of the certification period.

Do not average the cash grant in the CalFresh budget computation. Use the actual amount (including penalty amounts in the event of a sanction or failure to comply with another program) for each month to compute the CalFresh allotment for the respective month.

Note: If there is an ongoing CalFresh case, and CalWORKs is approved, this is considered a county-initiated mid-period change. See Chapter 10 – Budgeting in this handbook for more information about county-initiated mid-period changes.

CalWORKs penalized and/or sanctioned individuals

CalWORKs penalized and/or sanctioned individuals will remain coded as ineligible for CalWORKs and the following is used in the CalFresh budget:

- The individual's income
 - The CalWORKs grant prior to the financial sanction.
-

Journal entries

EWs are responsible for documenting in the case record Journal how they arrived at the “reasonably anticipated income” amount used to calculate the customers’ benefits. Journal entries should contain a clear rationale that explains the basis of the decision regarding what income was reasonably anticipated and used in the budget calculations. This case documentation will be particularly critical when the case is reviewed for the CalFresh Quality Control (QC) purposes.

Anticipating a change of income – Task

If a customer reasonably anticipates a change of income, the EW will enter that income in the **Income Detail** pages in C-IV. If the month in which the income is changing is not a high-dated month, the EW must set an **Income Change Task** to run Eligibility Determination and Benefit Calculation (EDBC) for that month to apply the income change. The **Task** must be set for the day after 10-day Notice of Action (NOA) two months prior to the income change effective date. See the Operations and Reference Handbook (ORHB) Chapter J, “Use of Manual Tasks,” for more information.

Example: The customer reports on a November SAR 7 due in December that he reasonably anticipates his income to decrease in February, and he provides verification. The EW will set an **Income Change Task** for 12/21, the day after 10-day NOA in December, when February will be showing as a high-dated month and EDBC can be run.

Reasonably Anticipated Income: Intake Examples

Introduction

The following section outlines examples of using reasonably anticipated income in Semi-Annual Reporting (SAR) applications at intake. See Chapter 10 – Budgeting in this handbook for details about how to use each type of income.

Income (earned and unearned) will only be counted if the specific amount is known and it will be received with reasonable certainty within the month or certification period.

Intake Example 1: New earnings – reasonably anticipated

Situation – Customer applied on 9/10. The customer went to work on 9/12 for \$7.00 per hour, 40 hours a week and reported employment to his/her Eligibility Worker (EW) on 9/14. First paycheck will be received on 9/23 for one week of work. Second paycheck due 9/30. Paid one week in arrears as verified by employer. On 9/14 when the change was reported the application for CalFresh was still pending.

Action – This income can be reasonably anticipated and used to calculate benefits for September and ongoing because the amount of income and date of receipt are known. The conversion factor of 4.33 is not used for September because only a partial month's income is received, but it will be used for October and ongoing. The reasonably anticipated income to be used in the budget is:

- September - \$280 (9/23) + \$280 (9/30) = \$560
 - October and ongoing - \$280 x 4.33 = \$1,212.40
-

Intake Example 2: New earnings – unable to reasonably anticipate

Situation – Customer applied 9/9. Customer went to work 9/10. Reports employment to EW on 9/15. He is not certain if he will be paid two times a month or every two weeks and doesn't know if any of the income will be held back. He is not certain how much he will be paid and when the first payment will be received. EW is unable to contact employer. On 9/15 when the change was reported the application for CalFresh was still pending.

Action – Income from the new job shall **not** be used to calculate benefits for the certification period because the amount and date of receipt is unknown.

Intake Example 3: Existing earnings – reasonably anticipating

Situation – Customer applied 9/9. At time of application, the customer works 20 hours each week and is paid \$7.00 per hour on a weekly basis. He provided one paystub dated 9/6 at \$140.

Action – This income can be reasonably anticipated and used to calculate benefits for the certification period because an average amount based on past receipts, date of receipt, and source are known. The EW will enter \$140 starting 9/6 and leave this amount ongoing. A conversion factor of 4.33 will be used to convert this income to a monthly amount: \$140 x 4.33 = \$606.20.

Continued on next page

Reasonably Anticipated Income: Intake Examples, Continued

**Intake
Example 4:
New earnings –
reasonably
anticipating
minimum
hours /
overtime
unable to
reasonably
anticipate**

Situation – Customer applied on 9/9. At time of application, the customer reports he will start working and receive his first pay on 9/27. He expects to be paid \$7 per hour, paid weekly. He reports he expects to work at least 20 hours per week but is unsure if it will be more or if there will be overtime.

Action – Income for 20 hours per week can be reasonably anticipated and used to calculate benefits for the certification period. Earnings above 20 hours cannot yet be reasonably anticipated, so any amount for more than 20 hours will not be used. The conversion factor of 4.33 will not be used for September because a full month of income will not be received, but it will be used for October and ongoing. The reasonably anticipated income to be used in the budget is \$140 for September (9/27 - \$140) and \$606.20 for October and ongoing (\$140 x 4.33).

**Intake
Example 5:
Existing
earnings –
reasonably
anticipating
averaged hours**

Situation – Customer applied on 9/9. At time of application, the customer reports working 30 – 40 hours per week at \$7 per hour, paid weekly.

Action – Since the hours normally fluctuate on an ongoing basis between 30 and 40 hours, an average of 35 hours per week can be reasonably anticipated and used to calculate benefits for the certification period. The weekly conversion factor would be used in this example.

**Intake
Example 6:
Using actual
first month
earnings when
earnings
fluctuate**

Situation – Customer applied 6/9. At time of application, the customer reports normally working 20 hours per week at \$10 per hour, paid weekly. However, customer also reports at application that in June (application month) he worked 20 additional hours (total 40) for the first pay period and he provides the pay stub for this pay period.

Action – The actual amount already received in June is used to calculate benefits for June and the reasonably anticipated income is used for the remaining months of the certification period.

**Intake
Example 7:
UIB –
reasonably
anticipated/
fluctuating**

Situation – Customer applies 9/18. At time of application the customer reports approval of Unemployment Insurance Benefits (UIB). UIB award letter indicates payment amount of \$100 per week. The date of receipt for the first check was 9/19 for \$200 for 2 weeks.

Action – Use the \$200 UIB received 9/19 to compute the beginning period's benefits as the date falls within the month and receipt is certain. Use the actual amount already received plus the reasonably anticipated income expected in the remainder of the certification period to calculate benefits. The biweekly conversion factor of 2.167 is not used for September because only a partial month of income is received, but it is used for October and ongoing. The income used to calculate benefits is:

- September - \$200 (9/19)
 - October and ongoing - \$200 x 2.167 = \$433.40
-

Continued on next page

Reasonably Anticipated Income: Intake Examples, Continued

**Intake
Example 8:
UIB – unable to
reasonably
anticipate**

Situation – Customer applies 9/18. At time of application the customer reports approval of UIB. UIB award letter indicates payment amount of \$100 per week. No effective date given for when benefits are to begin. No benefits have been received. The customer cannot reasonably anticipate the beginning date of receipt.

Action – Do not use the UIB payment to compute benefits as the date of receipt is not reasonably certain. Although the customer received an award letter, there are other Employment Development Department (EDD) approval criteria which must be met before a check is issued. Use UIB only when the receipt date of the check is known.

**Intake
Example 9:
cash grant –
reasonably
anticipated first
month**

Situation – Customer applies 9/5 for CalFresh and CalWORKs. On 9/16, both the CalFresh and CalWORKs applications are processed (Eligibility Determination and Benefit Calculations (EDBCs) are run to make the programs active).

Action – Use the CalWORKs grant to determine CalFresh eligibility and benefits for each month of the certification period (run CalFresh and CalWORKs EDBC together). This is because, at the time the CalFresh application was processed, it was reasonably certain each month's grant would be received within each month intended.

This applies when processing under Expedited Service (ES) timeframes or normal timeframes.

**Intake
Example 10:
cash grant –
reasonably
anticipated
second month**

Situation – Customer applies 9/5 for CalFresh and CalWORKs. On 10/16, both the CalFresh and CalWORKs applications are processed (EDBCs are run to make the programs active).

Action – Do **not** use the September CalWORKs grant in the September CalFresh budget, as it will not be received in the month intended. Use the CalWORKs grant to determine CalFresh eligibility and benefits for October and each remaining month of the certification period (run CalFresh and CalWORKs EDBC together for October and ongoing months). This is because, at the time the CalFresh application was processed, it was reasonably certain the grants for October and ongoing would be received within each month intended.

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Reasonably Anticipated Income: Intake Examples, Continued

Intake Example 11: cash grant with Expedited Service and Advanced Issuance

Situation – Customer applies 10/28 for CalFresh and CalWORKs. The customer is eligible to Expedited Service (ES) and Advanced CalFresh processing with **no** postponed verification. ES benefits for both months are issued on 10/30 (EDBC is run for ES, Advanced, and ongoing). The CalWORKs benefits are later approved on 11/10.

Action – Do **not** use the CalWORKs grant to determine CalFresh eligibility/benefits for the ES and Advanced months because, at the time the CalFresh EDBC's were run, the CalWORKs grant could not yet be reasonably anticipated to be received. The CalWORKs approval of benefits is treated as a county-initiated mid-period change, and the cash grant is used in the CalFresh budget for December and ongoing.

Intake Example 12: cash grant – with Expedited Service and Advanced Issuance

Situation – Customer applies 9/16 for CalFresh and CalWORKs. The household requests and is eligible to ES and Advanced processing, with postponed verification. On 9/17 the CalWORKs application is approved and the first two months of CalFresh are approved and issued to meet ES/Advanced issuance timeframes. (EDBC is run to make both programs active, but only the first two months of CalFresh are authorized) It is reasonable to anticipate the September grant will be issued in September and the remaining months' grants will be issued in their respective month.

Action – Use the CalWORKs grant to determine CalFresh eligibility and benefits for all months of the certification period (run CalFresh and CalWORKs EDBC's together). This is because, at the time the CalFresh application was processed, it was reasonably certain each month's grant would be received within each month intended.

Note: In this situation the November CalFresh benefits will not be issued until the postponed verification is received. The EW must update the **CalFresh Detail** page with the correct **Postponed Verification Due Date** and have the **Postponed Verification Received** field set to **No** for the next month's benefits to skip.

Self- employment examples

For self-employment examples, see the "Self-Employment" section of this chapter.

Reasonably Anticipated Income: Continuing Examples

Introduction

The following section outlines examples of using reasonably anticipated income in Semi-Annual Reporting/Prospective Budgeting (SAR/PB) for continuing cases. See the Budgeting Chapter for details about how to use each type.

If a change is reported on the SAR 7 and happened, or is reasonably anticipated to happen, after the Data Month, it is considered to be information known by the customer in the Data Month. Therefore, the change is to be used for the remainder of the certification period (starting after the Submit Month). See Chapter 9 – Reporting in this handbook for more information on how to treat information reported on the SAR 7.

Income (earned and unearned) will only be counted if the specific amount is known and it will be received with reasonable certainty within the month or certification period.

Continuing Example 1: New earnings – reasonably anticipated

Situation – Customer submits a January SAR 7 on 2/5 and reports that she will start a new job on 2/25. She anticipates working 20 hours per week at \$10 per hour. She will receive her first check on 3/8 for 20 hours.

Action – Because the dates and amount of the income are reasonably certain, this income is to be considered reasonably anticipated and will be used in the benefit calculations for the remainder of the certification period (March through August). Documentation in the form of a Journal entry must include the customer's statement of expected hours and wages to substantiate the estimate.

Continuing Example 2: New earnings – unable to reasonably anticipate

Situation 2 – Customer reports on the January SAR 7 (for Submit Month February) that she will start a new job in March. The customer knows she will make \$10 per hour, but is uncertain of the pay dates, frequency, or how many hours she will work each week.

Action – Because the dates and amounts (frequency and number of hours) of the income are not reasonably certain, this income is not considered reasonably anticipated and will not be used in benefit calculations for the remainder of the certification period (March through August). Documentation in the form of a Journal entry is necessary to show why the income was not used.

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Reasonably Anticipated Income: Continuing Examples,

Continued

Continuing Example 3: New earnings – with overtime

Situation – Customer reports on the January SAR 7 (Submit Month February) that he will start a new job in March. The customer knows he will make \$10 per hour, and will be paid weekly beginning 3/8, and will work at least 40 hours per week. The customer reports there may be overtime hours but is unsure the amount and frequency.

Action – Because the dates and amounts of the 40 hours of work can be reasonably anticipated, income for the 40 hours per week is considered reasonably anticipated and will be used in the benefit calculations for the remainder of the certification period (March through August). However, since the customer is unsure of the overtime hours, amount, and frequency, income from overtime cannot yet be reasonably anticipated and will not be used. A conversion factor of 4.33 is not used for March because a full month of income is not anticipated, however it will be used for April and ongoing.

Continuing Example 4: Existing earnings with overtime

Situation – Customer with existing employment reports on the SAR 7 he received pay in the Data Month for 40 hours/week of regular work at \$7/hour and 4 hours/week of overtime at \$10.50/hour. The customer is paid weekly. The customer reports expecting no changes in the next six months. Previous SAR 7s show overtime hours fluctuate.

Action – Because the customer's overtime has fluctuated in the past, the Eligibility Worker (EW) must contact the customer for clarification. The customer confirms that he anticipates the 40 hours/week of regular time and 4 hours/week of overtime to continue. The regular and overtime will be calculated as separate income amounts, both using a conversion factor of 4.33.

Regular: 40 hours x \$7 x 4.33 = \$1,212.40/month

Overtime: 4 hours x \$10.50 x 4.33 = \$181.86/month

Continued on next page

Reasonably Anticipated Income: Continuing Examples,

Continued

Continuing Example 5: New earnings starting Submit Month - Reasonably Anticipated

Situation – Customer reports on the February SAR 7 received in March he/she he started working in the Submit Month. The customer reports the first paycheck will be received in the Submit Month. The pay rate, hours and frequency are known.

Action –Because the pay rate, hours, and frequency are known, use the new earnings as reasonably anticipated income to determine eligibility/benefits for the remainder of the certification period (starting in April). For the Submit Month (March), the report of new earnings is a voluntary mid-period report resulting in a mid-period benefit decrease. Therefore, the change is not made effective for March.

Note: If the SAR 7 had not been received until 3/25 in this example, an inadvertent household error-caused overissuance (OI) would be computed for April. (See Chapter 10 for computation of OIs). A Notice of Action (NOA) would be issued and May and the ongoing would be issued a decreased allotment as a result of the reasonably anticipated income reported on the late SAR 7.

Continuing Example 6: New earnings starting Submit Month - Unable to reasonably anticipate

Situation – Customer reports on the March SAR 7 he/she started working in the Submit Month. The customer has not received his first paycheck. The pay rate, hours, and frequency are unknown.

Action – The new earnings were known in the Data Month, but the pay rate, hours, and frequency were unknown. The new earnings cannot be reasonably anticipated and used to determine eligibility/benefits for the new certification period (starting in April).

Continuing Example 7: New UIB – unable to reasonably anticipate

Situation – Customer reports on the SAR 7 he/she has been approved for Unemployment Insurance Benefits (UIB). However, the household member has not received an actual award letter or check, and does not know the exact start date or amount.

Action – Because the date and amount of the income is not known, this income should not be used prospectively in the calculation for the upcoming certification period.

Continuing Example 8: New SSA – reasonably anticipated

Situation – Customer reports on the March SAR 7 (Submit Month April) he/she has been approved for Social Security Administration (SSA) benefits, provides a copy of the award letter indicating he/she is to receive \$300 per month, beginning 4/1, and each month thereafter.

Action – Because the date and amount of the income is known, the SSA income will be used prospectively in the calculation for the remainder of the certification period (May through October).

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Reasonably Anticipated Income: Continuing Examples,

Continued

Continuing Example 9: New Casino Disbursement earnings – reasonably anticipated

Situation – Customer reports on the SAR 7 for Submit Month of April they have received Casino Disbursement earnings from Indian Gaming proceeds and provides verification that they received \$4000 for the prior quarter and expects this same amount each quarter.

Action – The customer anticipates a total of \$8000 for the remainder of the certification period. The first \$2000 is exempt (per calendar year), and the remaining \$6000 is divided by 6 months. Therefore \$1000 is used as monthly income for the upcoming period.

Note: When the customer reports the casino disbursement earnings at his/her next Recertification (RC) in October, the entire \$8000 will be used as income because the \$2000 exemption was already allowed. The \$2000 is not allowed until the next calendar year. Journal entries will indicate when the \$2000 exemption has been used each calendar year and will need to be written as well as reviewed at each SAR 7 and RC.

Continuing Example 10: Cash grant approved by 10-day NOA

Situation – A family is currently receiving CalFresh with a certification period beginning August. In September (mid-period), the family applies for CalWORKs. CalWORKs is approved and issued in the Begin Month of September.

Action – The CalWORKs grant is not used in CalFresh benefits for September, as CalFresh has already issued for that month. The CalWORKs approval is treated as a county-initiated mid-period change. The cash grant will be included in CalFresh benefits for October and ongoing, provided that 10-day NOA is given to decrease benefits.

Continuing Example 11: Cash grant approved after 10-day NOA

Situation – A family is approved for CalFresh starting in August. In December (mid- period), the family then applies for CalWORKs. The CalWORKs application is not processed until January 25, after 10-day NOA.

Action – Do not use the CalWORKs grant in determining CalFresh eligibility/benefit for December and January, as CalWORKs was not reasonably anticipated in these months. The CalWORKs approval is treated as a county-initiated mid-period change for February and ongoing.

Note: The CalWORKs Re-Evaluation (RE) will be aligned with the RC in July. When CalWORKs is approved, the **SAR Due Month** (the month in which a SAR 7 is due) will be automatically set for January, six months prior to the RE. A second SAR 7 will not be required for CalWORKs, as one was already received for CalFresh.

Self-Employment Income

Introduction

This section describes self-employment income and how it is treated in CalFresh.

Definition

Self-employment income is income generated by an individual who is in business for him/herself.

A self-employed individual is one who:

- Filed taxes as self-employed the previous year **and** is in the same type of self-employment at the time of application;
 - Commonly offers his/her services, or merchandise to anyone who may be in the market for them; commonly provides his/her own supplies, materials, or merchandise; and is responsible for expenses normally paid by an employer; or
 - Did not file as self-employed the previous year because he/she is newly self-employed and/or may not precisely meet the above criteria, but circumstances substantiate a determination of self-employment.
-

Examples

Examples of self-employed individuals include, but are not limited to:

- Farmers (livestock/produce, etc. must receive or expect to receive \$1,000 gross annually)
 - Babysitters
 - Housekeepers
 - Hairdressers
 - Sales (Tupperware, Avon, Amway, etc.)
 - Lawn service - Gardeners
 - Odd jobs
 - Rental/roomer/boarder income
-

Questions to ask the customer to determine if self-employed

Eligibility Workers (EWs) are responsible for determining whether or not a customer is self-employed. Ask the customer the questions below when determining if a customer is self-employed:

- Do you consider yourself self-employed?
 - Do you pay yourself?
 - Are in business for yourself?
 - Does someone else pay you?
 - Do you work for various individuals?
 - Are you required to file taxes as a self-employed person?
 - Who pays for your equipment and/or supplies? Do you get reimbursed?
-

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Self-Employment Income, Continued

Identifying self-employment

The following table contains examples of the types of employment, which would and would not qualify as self-employment. This list is not all inclusive.

Self-employment	Not self-employment
Child or elder care providers working in their own homes or someone else's home. Receiving payment directly from the party paying for the care.	<ul style="list-style-type: none">• Care provider working in a center owned and operated by another party.• Home care provider for whom FICA taxes are paid by the party paying for care, e.g., In-Home Supportive Services (IHSS) providers.
Housekeepers who solicit their own jobs and typically work for a variety of private parties or businesses.	Housekeepers employed by: <ul style="list-style-type: none">• Hotels,• Motels,• Maid services, or• Institutions.
Salespeople who purchase: <ul style="list-style-type: none">• Products for resale, e.g., Mary Kay, Avon, Amway, or• Materials for the manufacture of products for sale such as a crafter.	Salespeople employed by businesses such as department stores and car dealerships.
People who do odd jobs	Individuals employed by temporary agencies or another party on a regular basis and are paid "under the table".
Day laborers	

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Self-Employment Income, Continued

Self-employed examples

The following are examples of what:

- (A) Is considered, and what
- (B) Isn't considered self-employment.

Example 1:

Tony is a gardener.

- A. Tony cuts lawns for \$40 per customer. The customers pay Tony directly for his services. Tony is considered self-employed, he is not employed by another individual.
- B. Sam hired Tony to work as part of his crew. Sam pays Tony \$200 cash per week. Tony is not considered self-employed; he is employed by Sam.

Example 2:

Ann is a housekeeper.

- A. Ann cleans houses at \$25 per house, per week. She gets referrals from friends and other customers. She has customers that pay her \$100 per month by personal check. Ann is considered self-employed.
- B. Mary owns a housekeeping service; she pays Ann \$25 for each house she cleans. Ann is paid by personal check or cash on the 1st and 15th of each month. Ann is not considered self-employed, she is employed by Mary.

Example 3:

Jackson is a tattoo artist.

- A. Jackson rents a booth from Mike; he sets his own work hours and charges customers by the tattoo. Jackson is considered self-employed.
- B. Mike owns a tattoo shop; he pays Jackson \$100 for each tattoo he completes. He is paid cash daily. Jackson is not self-employed, he is employed by Mike.

Cash payments

Receiving cash as income **does not** automatically mean the customer is self-employed. Some employers pay their employees in cash instead of a paycheck or by direct deposit. EWs must ask the customer questions to determine if they are self-employed or not. See the "Questions to ask the customer to determine if self-employed" block in this handbook section.

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Self-Employment Income, Continued

Child-care as self-employment

Providing child-care in one's own home is considered self-employment and must be treated as such in CalFresh.

Note: Child and Adult Care Food Program (CACFP) is a reimbursement for meals, which child-care providers may receive. Periodic matches of providers receiving CACFP and receiving CalFresh are distributed through PDD for reconciliation and to ensure that customers are correctly reporting child-care earnings.

Anticipating income

Two factors are used in anticipating self-employment income to be used in the budget.

- Using the income received in the past year, and
- Income that can be anticipated for the certification period.

Complete a TAD 4B with each self-employment income report (SAR 7).

Net self-employment

Net self-employment is the total profit earned from self-employment by offsetting the business expenses against the gross income from self-employment. To determine the amount of that earned income, the net self-employment must be calculated. Net self-employment is the amount used when completing the CalFresh budget.

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Self-Employment Income, Continued

Income calculation

Once the reasonably anticipated income is determined, self-employment must be calculated as a monthly amount and entered in C-IV with a pay frequency of Monthly. The chart below shows the use of self-employment income in the budget depending on the frequency of receipt.

Frequency of Receipt	Budget Calculation
Daily or sporadically	Add the daily or sporadic payment amounts for the month to calculate a total monthly amount.
Weekly or bi-weekly	<ul style="list-style-type: none"> Convert income to a monthly amount by multiplying the: <ul style="list-style-type: none"> Weekly amount by 4.33, or Bi-weekly amount by 2.167. Enter the monthly amount in C-IV with a pay frequency of Monthly.
Twice monthly, e.g., 1 st and 15 th of the month	Add the two payments together for a total monthly amount and enter this amount in C-IV with a pay frequency of Monthly .
Monthly	<p>Use the actual amount received/anticipated to be received in each month.</p> <p>Example 1: On the January SAR 7, a household reports \$100 self-employment income was received in the Data Month (January). The household also reports they expect no changes in the next six months. To determine eligibility/benefits for the remainder of the certification period (March through August), a monthly income of \$100 will be used in the budget</p> <p>Example 2: A household normally receives self-employment income each month that varies from month to month. On the January SAR 7, the household reports \$100 self-employment income was received in the Data Month (January). However, the household also reports they expect a change of income: They expect to receive \$100 in March, \$0 in April, and \$200 each month of the remaining months in the certification period (May-August). Because the income is reasonably anticipated to change, the actual income amounts will be entered in C-IV as follows: March = \$100, April = \$0, May - August = \$200 per month</p> <p>Note: A Task should be set to run Eligibility Determination and Benefit Calculation (EDBC) for future months when the income is reasonably anticipated to change in a month that is not high-dated and is not yet available to run.</p>
Less often than monthly (<i>regularly scheduled to be received</i> quarterly, semi-annually, annually, etc.)	<p>When the <i>regularly scheduled frequency</i> is less often than monthly, calculate the averaged monthly amount to use in the budget, as follows:</p> <ul style="list-style-type: none"> If past earnings represent the household's current/reasonably anticipated earnings, average past earnings received over the full certification period (if the earnings represent the annual amount) or over the period for which the earnings were intended to cover. If past earnings <i>do not</i> represent the household's current/reasonably anticipated earnings, determine the anticipated earnings (rather than prior earnings) and average this over the year or period for which the earnings are intended to cover. <p>Note: For unclear situations, contact the Program Development Division (PDD) on a case-by-case basis for instruction.</p>

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Self-Employment Income, Continued

Self-employment deductions

The customer has the option of choosing one of the self employment deduction methods below:

- **Option 1** - 40% standard deduction. Subtract 40% from gross self-employment income. The balance remaining will be used as earned income in the budget
Note: The 40% deduction can be allowed even when the customer claims no expenses.
- **Option 2** – Actual expenses. Gross self-employment income minus allowable costs. The balance remaining will be used as earned income in the budget

Note: The customer can change the self-employment deduction method only at RC or every six months, whichever occurs first. This deduction is then used from the SAR 7 Data Month and used to project income over the next six months.

Actual expenses

The table below lists some examples of self-employment expenses that are:

- Allowable, and
- Not allowable.

Allowable expenses	Non allowable expenses
<ul style="list-style-type: none">• Cost for hired labor• Stocks/inventory/materials• Business interest, insurance, and taxes (including those of a vehicle used for self-employment)• Actual cost of mileage for the business usage of selling, delivering orders, and attending meetings, etc. This is determined by receipts or the households' reasonable determination of a cost per mile.• Special permits, licenses, fees• Payment on the principal of the purchase price of income producing real estate, capital investments, equipment and machinery• Space/booth rentals, including percentage of costs for portions of a household residence used for the self-employment. <p>Example: Person has typing service and has an office set up in their home. In this case, determine the fraction of rooms used or percentage of square footage and reduce the shelter deduction by the amount allowed as self-employment deduction.</p>	<ul style="list-style-type: none">• Personal Federal and/or State income taxes• Work related expenses for getting to/from work site• Depreciation• Home-based self-employment expense where a living and self-employment expense is shared but undefined. Example: Household has an electric bill used for personal and business use.• Net losses Example: Losses (of allowable costs of producing self-employment income) in excess of self-employment income are only allowed for self-employment farmers. This excess can be allowed from his/her other gross income such as CalWORKs, other earned income, etc.

Note: Actual expenses must be verified. Verification includes, but is not limited to:

1. Receipts,
2. Invoices,
3. Check ledger/canceled checks, or
4. Other credible proof showing expense amount.

Roomer/Boarder/Net Rent Income

Introduction	<p>This section describes roomer/boarder/net rent income and how they are used in CalFresh.</p>						
Roomer income	<p>Roomer income is income received by a household from renting a room in their home to another individual or household. Roomer income is:</p> <ul style="list-style-type: none">• Applicable when the household is the owner of the property.• Not applicable for non-owner landlord household. This is shared housing.• Not considered net rent income. <p>Note: In shared housing situations where the household receives a rent payment from their roommate in excess of the actual rent, the excess income (amount above shelter costs) is counted as unearned income and the household's rent deduction is disallowed.</p>						
Boarder income	<p>Boarder income is income received for renting a room and providing meals to another person or household.</p> <ul style="list-style-type: none">• A boarder is not eligible as a separate household but may be included as a member of the household at the household's request.• An individual paying less than reasonable compensation (Thrifty Food Plan) must be included in the household, regardless of the household's request.• In a boarder situation, the household is not necessarily the owner of the property.• A household cannot have boarder expenses exceeding boarder income.						
Net rent income	<p>Net rent income is income the household receives from renting property they own and the property is:</p> <ul style="list-style-type: none">• Located on the same parcel of land (separate dwelling duplex, triplex, etc.), or• Other real property located on a separate parcel of land. <p>Note: Net rent income is not considered roomer income and it does not include single-family dwellings in which portions of that dwelling are rented as in roomer/boarder situation.</p> <p>Treatment of net rent income depends on the amount of activity involved in management of the property. The table below describes the treatment of income based on management time:</p> <table><tr><th>If management time is...</th><th>Then income is considered...</th></tr><tr><td>Less than an average of 20 hours per week,</td><td>Unearned.</td></tr><tr><td>An average of 20 or more hours per week.</td><td>Earned.</td></tr></table>	If management time is...	Then income is considered...	Less than an average of 20 hours per week,	Unearned.	An average of 20 or more hours per week.	Earned.
If management time is...	Then income is considered...						
Less than an average of 20 hours per week,	Unearned.						
An average of 20 or more hours per week.	Earned.						

Continued on next page

Roomer/Boarder/Net Rent Income, Continued

**When/how to
verify**

When there is roomer/boarder/net rent income, verify all income and business related expenses at:

- Application
- SAR 7 when changes occur
- Recertification (RC)

The household is not required to provide verification again unless income and/or business expense amounts change.

The household must claim a business expense in order for the Eligibility Worker (EW) to determine if that expense is allowable or non-allowable as shown on the “Roomer/Boarder/Net Rent Income Treatment Chart” in this chapter.

Continued on next page

Roomer/Boarder/Net Rent Income, Continued

Roomer/ Boarder/Net Rent Income Treatment Chart

The chart below shows verification requirements and treatment of Roomer, Boarder, or Net Rent income. Refer to the "Net rent income" block in this handbook section to determine if the income is earned or unearned.

** Notes for this chart on the following page.*

Action / Situation	Roomer	Boarder	Net Rent Same Parcel	Net Rent Separate Parcel
When to Verify	App, RC or when household reports roomer moved in/out or change in roomer income or expenses.	App, RC or when household reports boarder moved in/out or change in boarder status/income or expenses (2).	App, RC or when household reports a tenant moved in/out or change in income or expenses.	App, RC or when household reports a tenant moved in/out or change in income or expenses (3).
How to Verify Income Expenses	Includes but not limited to: <ul style="list-style-type: none"> • Payment receipt • Tenant statement • Canceled check • Money order, etc. • Utility bills • Actual receipts for upkeep/repair 	Includes but not limited to: <ul style="list-style-type: none"> • Payment receipt • Tenant statement • Canceled check • Money order, etc. • Utility bills • Actual receipts for upkeep/repair 	Includes but not limited to: <ul style="list-style-type: none"> • Tax records • Payment receipt • Tenant statement • Canceled check • Money order, etc. • Utility bills • Actual receipts for upkeep/repair 	Includes but not limited to: <ul style="list-style-type: none"> • Tax records • Payment receipt • Tenant statement • Canceled check • Money order, etc. • Utility bills • Actual receipts for upkeep/repair
Allowable Expenses	Owner Landlord Only <ul style="list-style-type: none"> • Interest, property taxes and insurance for mortgage (4) • Business taxes • Space rent for trailers • Actual Utilities (5) • Upkeep/repairs related to roomer only • Misc. - Expenses related directly to roomer income 	Non-Owner Landlord <ul style="list-style-type: none"> • Rent Owner Landlord <ul style="list-style-type: none"> • Interest, property taxes and insurance for mortgage (5) • Business taxes All CalFresh households <ul style="list-style-type: none"> • Space rent for trailers • Actual Utilities (4) • Upkeep/repairs related to boarder only • Food costs (actual or Thrifty Food Plan for boarder households) • Misc. - Expenses related directly to boarder income 	Owner Landlord Only <ul style="list-style-type: none"> • Interest, property taxes and insurance for mortgage (4) • Business taxes • Space rent for trailers • Utilities (determine if separate meters and who is responsible for payment) (5) • Upkeep/repairs related to net rent income • Misc. - Expenses related directly to net rent income 	Owner Landlord Only <ul style="list-style-type: none"> • Interest, property taxes and insurance for mortgage (5) • Space rent for trailers • Actual Utilities (determine who is responsible for payment) (4) • Business taxes • Upkeep/repairs • Costs of renting property (rental agent, advertising, gasoline/mileage to collect payment, etc.)
Non-Allowable Expenses	<ul style="list-style-type: none"> • Principal portion of a mortgage payment • Depreciation & net losses • Space shared with the roomer (no space expense if roomer has use of living room fold out couch, closet or other common areas only) • Space/expenses for household 	<ul style="list-style-type: none"> • Principal portion of a mortgage payment • Depreciation & net losses • Space shared with the boarder (no space expense if boarder has use of living room fold out couch, closet or other common areas only) • Space/expenses for household 	<ul style="list-style-type: none"> • Principal portion of mortgage payment • Depreciation & net losses • Personal Federal or State income taxes 	<ul style="list-style-type: none"> • Principal portion of mortgage payment • Personal Federal or State income taxes • Depreciation & net losses
Treatment/Budget Method	Use TAD 4B <ul style="list-style-type: none"> • Actual: Divide allowable expenses by total number of rooms and multiply by number of rooms occupied solely by roomer. • Deduct this amount(s) from roomer income to determine net income to household. Use 40% standard if chosen (TAD 4B not needed).	Use TAD 4B <ul style="list-style-type: none"> • Actual: Divide allowable expenses by total number of rooms, and multiply by number of rooms occupied solely by boarder. • Food/misc. costs • Deduct these amounts from boarder income to determine net income to household. Use 40% standard if chosen (TAD 4B not needed).	Use TAD 4B <ul style="list-style-type: none"> • Divide allowable expenses for all units on the entire property by number of rooms on the entire property and multiply by number of rooms occupied in the separate unit • Deduct this amount from rental income to determine net income to household 	Use TAD 4B <ul style="list-style-type: none"> • Total of allowable expenses for the rental property • Deduct this amount from rental income received to determine net rent income to the household

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Roomer/Boarder/Net Rent Income, Continued

**Roomer/
Boarder/Net
Rent Income
Treatment
Chart,**
(continued)

Notes:

1. Roomer income is not applicable for a non-owner landlord CalFresh household. This is “shared” housing.
 2. Household reporting that boarder is paying less than Thrifty Food Plan must be informed that the individual must be added to the household.
 3. Household with other real property must be receiving income consistent with the fair market value of the property in order for that property to be excluded from consideration as a resource. The EW must contact local realtors or check local papers to determine if rent is consistent with other rentals of the same type/condition. If the household disagrees, they would be required to provide verification to substantiate a fair value.
 4. The principal portion of a mortgage payment is never an allowable expense for roomer, boarder or net rent income computations.
 5. The utility expense deduction for this self-employment income is not to be confused with the Standard Utility Allowance (SUA), Limited Utility Allowance (LUA) or Telephone Utility Allowance (TUA) deduction that every household may be entitled to. This utility expense is a self-employment income expense just like business taxes, property taxes, etc., and must be verified at application, Recertification (RC) or change. If the household has SUA, LUA or TUA, the verification of this self-employment expense has no impact on that chosen option.
-

Tips, Meals and/or Lodging on Pay Stub

Introduction This section describes the treatment of tips, meals or lodging when reported on a pay stub in CalFresh.

Tips The following steps will be taken if tips are included in the gross wages and the household claims that the amount is inaccurate. The Eligibility Worker (EW) will then consider the information on the SAR 7 or wage stub as questionable.

Step	Action
1	Contact the employer, if the household agrees, to determine if the tips reported were based on the IRS 8% rule (8% of gross sales) or the amount actually reported by the household to the employer.
2	Substitute actual tips for the amount estimated by the employer, regardless of whether it is greater or less than the amount estimated.
3	Use the gross income on the wage stub if that amount was reported to employer by the household.
4	Thoroughly document the case record journal with what amount is used and why.
5	Document case record journal the household agreement for collateral contact with employer and the information obtained.

Meals and/or lodging At times, the values of meals and/or lodging are included in gross income noted on wage stubs, and then deducted from the gross income.

When this occurs, do not include these items in the gross earnings used in the CalFresh calculation.

Verifying Child Support Income – General Information on the Warrant by Payee Ledger

Introduction

This section contains information on the Child Support Warrant by Payee ledger. The ledger displays payment information by payee name, identification number and can be used to verify receipt of child support income. The customer can obtain the ledger from the local Child Support Office, or the Eligibility Worker (EW) can request it directly from the Local Child Support Office. For contact information to the local Child Support Office refer to the CalWORKS Policy Handbook (CWPBH) Pg 2-21.

Determining and budgeting the child support income

Based on customer's report, include the child support income in the budget for the payment month/period. If a customer has been reporting child support and fails to report child support on the current SAR 7the EW can:

- For CalFresh only case: Contact the customer for clarification or contact the local Child Support Office for payment information.
- For CalWORKs/CalFresh case: Contact the customer, the local Child Support Office or review the Child Support summary page in C-IV for payment information. Direct child support received for a child receiving CalWORKs is excluded as income, regardless if paid or not.

Note: See the "Income Treatment and Verification Chart" section in this chapter for more information about budgeting child support (family support) income.

Reviewing the payment ledger

If the customer is able to provide the Child Support Warrant by Payee ledger, it can be used to verify child support payments received. When reviewing the payment ledger it is important to watch for the items listed below to determine when warrants are received and to be used in the CalFresh budget:

Item	Explanation
Status	Lists the status of the warrant disbursed
Status Date	Date the action was taken to issue, release, cancel etc
Warrant Amount	Amount of warrant issued

Continued on next page

Verifying Child Support Income – General Information on the Warrant by Payee Ledger, Continued

Status Terms

The following terms and corresponding numbers are used on the child support payment ledger. See the example below.

1. **Status** – There are 5 different statuses dates as follows:

Released – warrant was prepared

Issued – warrant was sent to customer

Paid – warrant cleared/cashed

ACH – warrant was direct deposited

Void – warrant was cancelled.

Status date – Date action was taken such as mailing or cancelling the warrant.

2. **Warrant Amount** – The total amount of the warrant.

3. **Issue date** – Date warrant was sent to the customer

4. **Disbursement #** – Warrant number.

Determining warrant date of receipt

To determine the date the warrant was actually received, EWs must use the customer's statement and if client's statement is not available, and the Child support Warrant by Payee ledger is received the EW can:

- Check the status for warrant issue date and add 3 days to the issue date, to determine the date the customer received the warrant.

DAMWAP1 V015 (v2000) 36BSC1 MODE: DISPLAY PAYEE NAME KEY:		INDEX TO WARRANTS BY PAYEE				DATE: 07-15-2007 TIME: 14:13 PAGE: 2	
		1. Status		2. Status date			
		LAST	FIRST	I	SFX		
SEARCH FROM: PAYEE ID: 0000467378 S PAYEE NAME		TO:		DISB METHOD: CHECK			
				CASE#	DISBURSE#	WARRANT AMT	
				STATUS	STAT DATE	ISSUE DATE	
- SIMPSON, S0976414 SDU - SIMPSON, S0960192 SDU - SIMPSON, S0943894 SDU - SIMPSON, S0930893 SDU		MARGE	N	1076843	890458888	238.00	
		0705200724600124000000100		RELEASED	07-10-2007	07-13-2007	
		MARGE	N	1076843	890458640	175.00	
		06212007238090160000000100		PAID	07-09-2007	06-29-2007	
		MARGE	N	1076843	890238659	183.00	
		06072007219590147000000100		PAID	06-11-2007	06-15-2007	
		MARGE	N	1076843	890238659	253.00	
		05232007189884136000000100		PAID	05-28-2007	06-01-2007	

Determining Child/Spousal Support Disregard Income

Introduction

This section contains instructions on the treatment of Child Spousal Support Disregard (CSSD) income. The CSSD is the first \$50 of a current support payment.

Identifying CSSD payments as income

Using information from the case record, identify CSSD income that is reasonably anticipated to be received in the certification period. If reasonably anticipated, include the CSSD payment in the budget for certification period.

Treatment of CSSD income

The Child Spousal Support Disregard (CSSD) is budgeted as follows:

- In the CalWORKs budget, it is not counted
 - In the CalFresh budget, it is counted as unearned income.
-

Unemployment/Disability Insurance Benefits (UIB/DIB)

Introduction

This section describes the treatment of Unemployment Insurance Benefits (UIB) and Disability Insurance Benefits (DIB) in CalFresh.

Reference

The following references are applicable to information in this section:

- Eligibility and Assistance Standards (EAS) 63-502.121 and .142
 - All County Information Notice (ACIN) I-16-03 and Errata
-

Permanent disability benefits

Permanent disability benefits received:

- From a government agency for permanent disability like Disability based Social Security. (Not SSI)
 - From a Workmen's Compensation claim based on a permanent disability.
-

Use of permanent disability in budgets

Permanent disability is treated as unearned income. (See chapter 10, Budgeting)

Temporary disability benefits

Examples of temporary disability benefits are:

- State Disability Insurance (SDI), or
 - DIB, or
 - Temporary worker's compensation
-

Use of temporary disability in budgets

Temporary disability is unearned income that is treated and purely unearned income. (See Chapter 10, Budgeting)

Continued on next page

Unemployment/Disability Insurance Benefits (UIB/DIB),

Continued

UIB/DIB offsets and deductions

Income **and** Eligibility Verification System (IEVS), Payment Verification System (PVS) and C-IV have specific reduction reason codes identifying deductions and offsets to UIB and DIB. Use the PVS as a verification tool, i.e., when the household's SAR 7 is received, match the information on the PVS against the household's SAR 7 to ensure there are no discrepancies.

When UIB or DIB income is being reduced due to an offset or deduction, use the following chart to determine the reduction reason and whether to use the gross (unreduced) amount or the net (reduced) amount as unearned income.

Type of Offset or Deduction	Reduction reason code...	Count...	
		Gross	Net
Child Support: Legally obligated to be paid and otherwise payable to the household. Note: The verified child support amount is an allowable exclusion.	A	X	
DI Voluntary Plan Reduction: Money is voluntarily deducted from the employee's paycheck and paid into a private disability plan (not through state disability).	2		X
Earnings (Full or Partial): UIB/DIB is being reduced because of earnings.	1		X
Income Tax Deduction, voluntary: Taxes withheld or deducted from UIB/DIB. Note: Taxes withheld from UIB/DIB are treated differently in the CalWORKs program. See the CalWORKs Policy Handbook (CWPBH) Chapter 9 – Income.	B	X	
Overpayment Offset due to UIB/DIB Overpayment: UIB/DIB is being reduced to repay a prior overpayment from UIB/DIB.	6, 9		X
Prepayment Reduction / Adjustment: The customer was incorrectly paid benefits at the full rate (like a wage) due to failure report relevant information.	C		X
Recomputed Claim, lower total: Two persons share an SSN and pay into DIB but the one applying for it may not have paid into it/be eligible for it so benefits are recomputed to determine the actual amount to issue to the eligible person.	5		X
Simultaneous Coverage: When working for two employers and one elects to participate in a voluntary plan and the other in a state plan, money is deducted from the employee's pay check and paid into the voluntary plan.	F		X
Sick Leave Wage, allocated: Paid yearly to a customer as a regular wage.	D		X
Sick Leave Wage, unallocated: Paid yearly to a customer as a regular wage.	E		X
Work Share Earnings / Two Persons Sharing One Job	4		X
Workers Compensation Offset	3		X

Note: Eligibility Workers (EWs) can locate reduction reason codes on the UIB/DIB paystub, IEVS report and IEVS PVS 40. If a reduction reason is not listed in C-IV and a reduction is applied, complete a manual request for an IEVS Applicant Abstract. See the Operations and Reference Handbook (ORHB), Chapter M – Income Eligibility Verification System for instructions.

Disaster Unemployment Assistance

Introduction	The Disaster Unemployment Assistance (DUA) program provides benefits to customers who suffered job loss or endured unemployment as a result of a disaster.
Reference	<p>The following references are applicable to information in this section:</p> <ul style="list-style-type: none">• Manual of Policies and Procedures (MPP) 63-507(A)(10)• All County Information Notice (ACIN) I-25-07
Who is eligible	Customers who have the legal right to work in the United States but are not eligible for regular unemployment benefits, including customers who have exhausted their regular unemployment benefits or are self-employed, may be eligible.
Verification of DUA	<p>The DUA program provides benefits of up to \$450 per week for up to 26 weeks to customers.</p> <p>The Eligibility Worker (EW) can determine whether a customer is receiving DUA or regular Unemployment Insurance Benefits (UIB) by viewing Economic Development Department (EDD) records. DUA is indicated by “DUA”. Regular UIB is indicated by “UI”.</p>
Treatment	DUA income is treated as excluded income when determining CalFresh eligibility and benefit levels.

Military Earnings

Introduction

This section describes military earnings and its use in CalFresh.

Reference

The following references are applicable to the information contained in this section:

- All County Letter (ACL) 05-04
 - All County Information Notices (ACIN) I-24-07
 - ACIN I-32-08
 - ACIN I-79-03EII
-

On-base housing

Apply these guidelines when evaluating the eligibility of military personnel living in on-base housing.

- Single military personnel - living on base, receive food and lodging from the military and are considered ineligible residents of institutions.
- Military personnel with families - eligible to apply for and receive CalFresh benefits if otherwise eligible because they would not normally receive food from the military.

Note: A household living apart from a military personnel family member would be eligible to apply for and receive CalFresh benefits (if otherwise eligible) as a separate household.

Income and entitlements

Income and entitlements (ENT) quarter pay, clothing allowance, etc. received by military personnel is treated the same regardless of the branch of service.

- Income received by military personnel, living apart from the household is considered unearned income only when given to the household. However, if the military income available to the household increases due to the absent person's deployment to a designated combat zone, it is excluded (see the "Military Pay of an Absent Person Made Available to the household" section of this handbook).
 - Military personnel are paid on the 1st and receive an advance for the next month on the 15th.
 - The household shall report, using the 1st of the month pay stub as actual earnings in that month, even though an advance was taken on the 15th of the prior month.
 - Income is added together and entered in C-IV as received on the 1st of the month.
-

Continued on next page

Military Earnings, Continued

Codes on pay statement

The military uses various codes for their pay. The chart below explains the codes.

Code	Explanation
LES	Leave and Earning Statement.
CMA	Clothing Maintenance Allowance. Excluded income as it is a reimbursement for cost of uniforms. Any amount which exceeds actual expenses is unearned income.
BAH	Basic Allowance for Housing (BAH) – an amount paid directly to military personnel who live on/off-base. Considered earned income for CalFresh purposes.
BAS	Basic Allowance for Subsistence (BAS) – (Separate Rations). Considered earned income for CalFresh purposes.
DED	Deductions from pay.
ALL	Allotments from pay.

Off-base BAH

Military personnel are entitled to a shelter deduction in the CalFresh budget equal to the cost of off-base housing.

Example 1: ENT Section – \$1,000 BAH Allowance (earned income for CalFresh)
BAH
Rent statement \$1,750 Cost for off-base housing

CalFresh Income = Total gross income **plus** BAH
CalFresh Shelter Deduction = \$1,750

Example 2: ENT Section – \$1,000 BAH Allowance (earned income for CalFresh)
BAH
Rent statement \$500 Cost for off-base housing

CalFresh Income = Total gross income **plus** BAH
CalFresh Shelter Deduction = \$500

Continued on next page

Military Earnings, Continued

On-base BAH

Military personnel are entitled to a shelter deduction in the CalFresh budget equal to the cost of on-base housing.

Example 1: ENT Section – \$1,095 BAH Allowance (earned income for CalFresh)
BAH
ALL Section – \$1,095 Cost for on-base housing
Privatized Housing

CalFresh Income = Total gross income **plus** BAH
CalFresh Shelter Deduction = \$1,095

Example 2: ENT Section – \$1,200 BAH Allowance (earned income for CalFresh)
BAH
ALL Section – \$1,095 Cost for on-base housing
Privatized Housing

CalFresh Income = Total gross income **plus** BAH
CalFresh Shelter Deduction = \$1,095

Family Subsistence Supplemental Allowance (FSSA)

The Defense Authorization Act for Federal Fiscal year 2001 requires the Department of Defense (DOD) to pay some service members a Family Subsistence Supplemental Allowance (FSSA) quarterly. The amount of FSSA will be shown on the member's leave and earnings statement. FSSA benefits are treated as unearned income.

Military Pay of an Absent Person Made Available to the Household

Introduction This section contains information regarding the treatment of military pay earned by an absent person who is a member of the U.S. Armed Forces that is made available to the household.

Reference The following references are applicable to the information contained in this section:

- All County Letter (ACL) 05-04
 - All County Information Notice (ACIN) I-24-07
 - ACIN I-32-08
-

Rule When an absent person makes his/her military pay available to the household:

- Exclude any combat zone or hazardous duty pay as additional income received due to the absent person's deployment to a designated combat zone (the amount not received immediately prior to serving in the designated combat zone) for the duration of the deployment.
- Count the remainder as unearned income in the household's CalFresh budget.

Note: See the "Designated combat zones" block in this handbook section for designated zones.

Verification of deployment to a designated combat zone To exclude income due to deployment to a designated combat zone, verify that the absent person is deployed to a designated combat zone to determine that the income is additional pay due to this deployment.

- The deployed person's military pay record, the Leave and Earnings Statement (LES), is often sent directly to the family or can be mailed to the family by the deployed person. When the family has the LES, it will identify combat pay if it is being received and can be used to establish deployment to a combat zone and the amount of combat pay.
- Deployment to a combat zone can also be established through orders issued to the military person. Entire units are deployed and the place of their deployment is a matter of public record, which can oftentimes be available via the web or via the local base financial offices, if not available on the LES.

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Military Pay of an Absent Person Made Available to the Household, Continued

Determining the excluded amount

Determine the amount of available income that is excludable due to the absent person's deployment to a designated combat zone, as follows:

Step	Action						
1	<p>Determine the amount of military pay that was available to the household prior to the deployment. If the military person was:</p> <ul style="list-style-type: none"> Part of the household prior to deployment, this amount is the military person's net military earnings prior to deployment. Not part of the household prior to deployment, this amount is the amount the absent military person actually made available to the household prior to deployment. 						
2	Determine the amount of military pay being made available to the household during the deployment .						
3	<p>Compare the amount of military pay that was available to the household prior to the deployment with the amount during the deployment.</p> <table> <tr> <th>If the amount available during deployment is...</th><th>Then...</th></tr> <tr> <td>Equal or less than the amount prior to deployment</td><td>Count the entire amount of income being made available to the household during deployment.</td></tr> <tr> <td>More than the amount prior to deployment</td><td> <ul style="list-style-type: none"> Count the amount that was available to the household prior to the deployment. Exclude the portion that exceeds the amount that was available to the household prior to deployment. </td></tr> </table>	If the amount available during deployment is...	Then...	Equal or less than the amount prior to deployment	Count the entire amount of income being made available to the household during deployment.	More than the amount prior to deployment	<ul style="list-style-type: none"> Count the amount that was available to the household prior to the deployment. Exclude the portion that exceeds the amount that was available to the household prior to deployment.
If the amount available during deployment is...	Then...						
Equal or less than the amount prior to deployment	Count the entire amount of income being made available to the household during deployment.						
More than the amount prior to deployment	<ul style="list-style-type: none"> Count the amount that was available to the household prior to the deployment. Exclude the portion that exceeds the amount that was available to the household prior to deployment. 						

Note: See the "Pay items – excludable additional pay" block in this handbook section for pay codes indicating excludable income.

Continued on next page

Military Pay of an Absent Person Made Available to the Household, Continued

Designated combat zones

The following are the designated combat zones for excluding military pay.

Designated Combat Zones	
Executive Order 12744 (effective 1/17/91)	<ul style="list-style-type: none"> Arabian Sea Portion that lies North of 10 degrees North Latitude and West of 68 degrees East Longitude Bahrain Gulf of Oman Iraq Kuwait Persian Gulf Qatar Oman Red Sea Saudi Arabia United Arab Emirates
Direct Support of EO 12744	<ul style="list-style-type: none"> Turkey effective 1/1/03 – 12/31/05 Israel effective 1/1/03 Mediterranean Sea effective 3/19/03 – 7/31/03 Jordan effective 3/19/03 (Troops in support of Operation Iraqi Freedom) Egypt effective 3/19/03 – 4/20/03
Executive Order 13239 (effective 9/19/01)	<ul style="list-style-type: none"> Afghanistan
Direct Support of EO 13239	<ul style="list-style-type: none"> Pakistan effective 9/19/01 Tajikistan effective 9/19/01 Jordan effective 9/19/01 (Troops w/orders referencing Operation Enduring Freedom (OEF)) Incirlik AFB Turkey effective 9/21/01 – 12/31/05 Kyrgyzstan effective 10/1/01 Uzbekistan effective 10/1/01 Philippines (only troops w/orders that reference OEF) effective 1/9/02 Yemen effective 4/10/02 Djibouti effective 7/1/02 Somalia effective 1/1/04
Executive Order 13199 (effective 3/24/99) Public Law 102-21 Establishing Kosovo as Qualified Hazardous Duty Area	<ul style="list-style-type: none"> The Federal Republic of Yugoslavia (Serbia and Montenegro) Albania The Adriatic Sea The Ionian Sea north of the 39th parallel
Public Law 104-117 Establishing a Qualified Hazardous duty Area (11/21/95)	<ul style="list-style-type: none"> Bosnia Herzegovina Croatia Macedonia

Continued on next page

Military Pay of an Absent Person Made Available to the Household, Continued

Pay items – excludable additional pay

The following are some of the pay items found on a military person's LES for additional pay (Incentive pay, Special Pay, Retention Bonuses, and Waivers). If the military person is deployed to a designated combat zone, these pay items indicate the additional pay that can be excluded. If you discover a pay item not listed here, contact PDD for assistance.

Note: The pay items may or may not be the result of deployment to a designated combat zone.

- Some are more clearly related to deployment to a combat zone than others, for example pay for hazardous duty or duty subject to hostile fire or imminent danger.
- Other items are more subject to interpretation such as reenlistment bonuses and pay for occupational skills.

Pay Code	Pay Description	Pay Code	Pay Description
301	Incentive pay: Hazardous duty	302j	Special pay: Accession bonus for pharmacy officers
301a	Incentive pay: Aviation career	303	Special pay: Veterinarians
301b	Special pay: Aviation career officers extending period of active duty	303a	Special pay: Health professionals; general provisions
301c	Incentive pay: Submarine duty	303b	Waiver of board certification requirements
301d	Multiyear retention bonus: Medical officers of the armed forces	304	Special pay: Diving duty
301e	Multiyear retention bonus: Dental officers of the armed forces	305	Special pay: Hardship duty pay
302	Special pay: Medical officers of the armed forces	305a	Special pay: Career sea pay
302a	Special pay: Optometrists	306	Special pay: Officers holding positions of unusual responsibility and of critical nature
302b	Special pay: Dental officers of the armed forces	306a	Special pay: members assigned to international military headquarters
302c	Special pay: Psychologist and non-physician health care providers	307	Special pay: Special duty assignment pay for enlisted members
302d	Special pay: Accession bonus for registered nurses	308	Special pay: Reenlistment bonus
302e	Special pay: Nurse anesthetists	308b	Special pay: Reenlistment bonus for members of the Selected Reserve
302f	Special pay: Reserve, recalled, or retained health care officers	308c	Special pay: Bonus for enlistment in the Selected Reserve
302g	Special pay: Selected Reserve health care professionals in critically short wartime specialties	308d	Special pay: Enlisted members of the Selected Reserve assigned to certain high priority units
302h	Special pay: Accession bonus for dental officers	308g	Special pay: Bonus for enlistment in elements of the Ready Reserve other than the Selected Reserve
302i	Special pay: Pharmacy officers	308h	Special pay: Bonus for reenlistment, enlistment, or voluntary extension of enlistment in elements of the Ready Reserve other than the Selected Reserve

Continued on next page

Military Pay of an Absent Person Made Available to the Household, Continued

**Pay items –
excludable
additional pay**
(continued)

Continuation of the pay codes and descriptions associated with a military persons leave and earnings statement:

Pay Code	Pay Description	Pay Code	Pay Description
308i	Special pay: Prior service enlistment bonus	316a	Waiver of certification requirement
309	Special pay: Prior service enlistment	317	Special pay: Officers in critical acquisition positions extending period of active duty
310	Special pay: Duty subject to hostile fire or imminent danger	318	Special pay: Special warfare officers extending period of active duty
312	Special pay: Nuclear-qualified officers extending period of active service	319	Special pay: Surface warfare officer continuation pay
312a	Special pay: Nuclear-trained and qualified enlisted members	320	Incentive pay: Career status bonus for members entering service on or after August 1, 1986
312b	Special pay: Nuclear-career accession bonus	321	Special pay: Judge advocate continuation pay
312c	Special pay: Nuclear career annual incentive bonus	322	Special pay: 15-year career status bonus for members entering service on or after August 1, 1986
314	Special pay or bonus: Qualified enlisted members extending duty at designated locations overseas	323	Special pay: Retention incentives for members qualified in critical military skill
315	Special pay: Engineering and scientific career continuation pay	324	Special pay: Accession bonus for new officers in critical skills
316	Special pay: Foreign language proficiency pay	325	Incentive bonus: Savings plan for education expenses and other contingencies

General Payroll Information and Examples

Introduction

The following section contains general payroll information.

Reviewing pay stubs

When reviewing pay stubs, it is important to watch for the items listed below:

- **Pay Date and Pay Period Ending-** Confirm the stubs received are for the period to be evaluated.
 - **Deductions** – If there are deductions for bonds, savings, credit union, or other accounts, be sure to check the case for current balance verification.
 - **Benefit Plans and Health Care Deductions** – Health Benefit and Flex Plan amounts are added to the gross pay. Deductions for Medical, Vision, and/or Dental insurance are then deducted from the total, up to the maximum amount of the benefit.
-

Continued on next page

General Payroll Information and Examples, Continued

Terms

The following terms and corresponding numbers are used on the pay stub example below:

1. **Gross** – The total amount earned before deductions.
2. **Net** – Amount earned less any deductions (usually the take home amount).
3. **Pay Period** – The to and from dates included in a particular time frame the individual is being paid for.
Note: The end of the pay period is rarely the date the check/payment is received.
4. **Pay Period Ending (PP End)** – The last date of the pay period.
5. **Pay Date** – The date a check is issued. Some stubs do not include this date. Encouraging the customer to write the date received on each stub as the check is received will assist the customer in completing the SAR 7 accurately.

Labor Ready Ontario, CA		4. Pay Period End		5. Pay Date		PAY DATE		CHECK NO	
						05-24-03		00445	
						3. Pay Period			
						PAY PERIOD			
						BEGIN DATE		END DATE	
						05-01-03		05-15-03	
DEPT	EMPL NO	CLOCK NO	EMPLOYEE NAME		SOCIAL SECURITY NUMBER				
14	0524	0007	SMITH, JOHN		500-50-5000				
UNIT	AMOUNT	RATE	GROSS		YEAR TO DATE	DEDUCTION	AMOUNT	YEAR TO DATE	
HOURLY	75 00	6 75	506 25		870 75	FIT	32 25	78 66	
						FICA	42 59	56 75	
						SIT	3 05	5 01	
						SDI	2 78	3 96	
						TOTAL WAGES	506 25	870 75	
						LESS DEDUCTIONS	80 67	144 38	
						NET PAY	425 58	726 37	

1. Gross points to the Gross amount: 506 25

2. Net points to the Net Pay amount: 425 58

Continued on next page

General Payroll Information and Examples, Continued

Weekly pay stub example

Conrad Constructors		11851
Rialto, CA		
	Pay period End	08/23/03
		YTD
Hourly Plant WA		
(44.50@8.50)	378.25	6118.63
O/T 011 (4.50@4.25)	19.13	115.32
Federal Withholding	-20.00	-261.00
Social Security Employee	-24.64	-565.95
Medicare Employee	-5.77	-132.36
CA – Withholding	-2.71	-12.54
CA – Disability Employee	-3.58	-8215
Plant Form Setup	0.00	2486.00
O/T 221	0.00	24.25
Clean Up	0.00	256.00
Holiday 011	0.00	128.00
	Gross:	
	378.00 + 19.13 =	
	397.13	
		340.68
		Net:
		<u>340.68</u>

Additional information

The payroll stub above does not include the pay date or pay period. This payroll stub reflects a weekly pay period ending 8/23/03. The pay date is 9/05/03 as taken from the SAR 7. This date should match the pay date schedule in the case record.

Continued on next page

General Payroll Information and Examples, Continued

Bi-weekly pay stub example

ADP

Pay date

JSP INTERNATIONAL
4062 GEORGIA BLVD
SAN BERNARDINO, CA 92407
909-880-1855

Period Ending: 10/19/2003
 Pay Date: 10/24/2003

Taxable Marital Status: single
Exemptions/Allowances:
Federal: 3
State: 3

Social Security Number:

Earnings	Rate	Hours	This Period	Year to Date
Regular	14.90	80.00	1192.00	17662.02
Overtime	22.35	38.25	854.89	7008.41
Shift	14.90	7.75	.77	85.20
Double time		105.50	15.82	66.43
Holiday				728.64
Sick				1186.64
Vacation				1066.52
Profit Sharing				1859.33
			Gross Pay	\$2063.48

Deductions

Statutory

Federal Income Tax	-257.26	2980.60
Social Security Tax	-126.35	1983.56
Medicare Tax	-29.55	463.90
CA State Income Tax	-91.66	898.04
CA SUI/SDI Tax	-18.35	287.94

Other

Checking	-1389.16	
Dental	-3.00	
Life Insurance	-3.69	
Med125	-19.50	
Savings	-.2500	
Vision	-3.06	
401K Loan	-35.00	
401K	-61.90	
NetPay	0.00	

Net Pay=
Total of the "Other"
section. \$1515.56
 Review case record for
 Checking/Savings
 verification.

**Your Federal taxable wages
 this period are \$1976.02**

Continued on next page

Semi-monthly pay stub examples

Gross

AUDITORS INC 10/05/03

[illegible]

Continued on next page

General Payroll Information and Examples, Continued

Monthly pay stub example

State of California Office of the Controller	STATEMENT OF EARNINGS AND DEDUCTIONS		DO NOT PAY THIS IS NOT A CHECK		WARRANT CONTROL 02-5548
SOCIAL SECURITY NUMBER	SURNAME		AGY	DEPT	EMP #
	MILTON		25- 021	0025	2541
	FEDERAL TAX YEAR		PAY PERIOD CYCLE		
002-200-2000	2003		2003/09	08/01-08/31	
STRAIGHT GROSS	FED TAX	CA TAX	MISCELLANEOUS DEDUCTIONS		
800.00	48.16	22.00	Pay Period	Net	
PA CD			NET PAY 08/05/03	DIRECT DEPOSIT	729.65

Additional information

Case should reflect pay date as once a month.

Continued on next page

General Payroll Information and Examples, Continued

Pay stub with
tips and/or
meals example

NAUGLES <small>Imperial Hwy BOX 1408 CA 92674</small>		PERIOD BEG:	NAUGLES RESTAURANTS INC.		526678
		09/21/2003			
PAY PERIOD	DEPT	PER END	EMPLOYEE NAME		
	0007	10/04/2003	L. S. Smith		
	REGULAR	OVERTIME	TIPS	RATE	
HOURS	47.00			6.75	CURRENT
	1039.00	3.75			YTD
EARNINGS	317.25		17.60	334.85	CURRENT
	3793.24	6.84		4294.73	YTD
DEDUCTIONS	FEDWITHHOLDING	STATEWITHHOLDING	FICA	SDI	CURRENT
		GROSS	11.97	1.76	YTD
			261.70	38.65	
					CURRENT
					YTD
SOCIAL SECURITY NUMBER	XXX-XX-XXXX		CHECK NO.	NET PAY	321.12
			531972		
				NET	

Additional information

The pay stub reflects a two-week pay period beginning 09/21 and ending 10/04. Pay date is not included. According to case information and SAR 7, pay date is 10/17/2003.

Tips are shown separate and added into gross earnings.

Continued on next page

General Payroll Information and Examples, Continued

Pay stub with flexible benefit plan example

County of San Bernardino
222 W. Hospitality Lane
San Bernardino, CA 92415-0018



11762
11061743

Pay Group: C07-FLSA Covered - 7 Day Period
Pay Begin Date: 10/18/2003
Pay End Date: 10/31/2003
Pay Period: PP 0323
Advice#: SR#:
Advise Date: 11/12/2003

Gross:
Flex Benefit excess: 0
Gross earnings: \$816.60

ID# 0 Dept 52341-CW Job Title EWI Pay Rate \$10.21 Hourly
TAX DATA: Federal CA State
Marital Status: Married Married
Allowances: 2 2
Addl. Pct.:
Addl. Amt:

		HOURS AND EARNINGS			TAXES		
Start Date	End Date	Description	Rate	Hours	Earnings	Description	Current YTD
10/18/2003	10/24/2003	Flexible Benefit Plan Dollars			87.50	Fed. Withholding	45.08 182.60
		Regular Time	10.21	40.00	408.40	Fed MED/EE	12.37 64.84
10/25/2003	10/31/2003	Flexible Benefit Plan Dollars			87.50	CA Withholding	1.52 31.20
		Regular Time	10.21	40.00	408.40	CA OASDI/EE	5.97 31.30

BEFORE - TAX DEDUCTIONS:		
Description	Current	YTD
Delta Care	11.18	67.08
Kaiser	268.91	1613.46
Retirement Refund Gen.	88.98	533.88

AFTER - TAX DEDUCTIONS		
Description	Current	YTD
Assoc. Dues	6.45	28.70
Survivors' Ben	1.00	5.00

EMPLOYER PAID BENEFITS		
Description	Current	YTD
Life Ins. Cnty Pd.	4.20	25.20
Retire Employer Pd.	40.31	214.46
Survivor's Benefit	1.85	11.10
Work Comp. Clerical	4.86	25.32

Total:	369.07	2214.42	Total:	8.30	49.80
TOTALS:	FED TAXABLE GROSS		GROSS	TAXES	
Current:		622.73	991.80	64.94	
YTD:		3736.38	5950.80	389.64	
LEAVE PLAN	PRIOR	EARNED	TAKEN	ADJUST	CURRENT
Sick	16.96	3.39	0.00	0.00	20.35
Holiday	16.00	0.00	0.00	0.00	16.00

Total:	51.22	276.61
DEDUCTIONS	NET PAY	
377.37	549.46	
2264.22	3296.76	

Description	ID#	Current
Earnable Compensation	0	549.46

Direct Deposit Checking: 549.46

Additional Information

Gross pay was calculated by first determining the total amount of flex pay for this pay period: \$175 (\$87.50 + \$87.50). The amount of health and dental deduction were then subtracted from the flex benefit total: \$175.00 - \$280.09. Since the amount of the deduction exceeds the benefit amount, the excess is zero. The gross is then the total amount of earnings for this pay period: \$408.40 + \$408.40 = \$816.80. A conversion factor of 2.167 is used when calculating a monthly income amount in the budget.

This pay stub reflects a direct deposit payroll arrangement into a checking account. The case record should contain current verification of this account.

CalFresh POLICY HANDBOOK

CHAPTER 9

Reporting

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INTERIM INSTRUCTION NOTICE #16-020 ERRATA**MAY 19, 2016****SUBJECT:** Elimination of Change Reporting for CalFresh**DISTRIBUTION:** CalFresh, CalWORKs,
Health Care Program, and
TAD Office Procedures**FILE:** CFPHB – In Front of Chapter 9
CWPHB – In Front of Chapter 10
HCPHB – In Front of Handbook
TOPHB – In Front of Handbook**REFERENCE:** All County Letter (ACL)
15-90; ACL 15-90E;
Senate Bill (SB) 79**OBSOLETE:** When Handbooks Material
is Updated**Overview**

Senate Bill (SB) 79 requires counties to stop imposing Change Reporting (CR) requirements on CalFresh households and to convert existing CR households to Semi-Annual Reporting (SAR) households no later than 1/1/17. The consortia (C-IV, CalWIN, and LEADER/LRS) have established the following implementation dates for the elimination of CR:

- CalWIN counties – 6/1/16
- C-IV counties and LEADER/LRS – 7/1/16

Counties must notify current CR households of the elimination of CR and take efforts to decrease any negative impacts to these households as a result of the conversion from CR to SAR. This Interim Instruction Notice (IIN) provides information regarding the elimination of CR and actions required by Transitional Assistance Department (TAD) staff.

CR household notifications

Counties are required to notify current CR households of the transition from CR to SAR via the Informational Notice To CalFresh Recipients (CF 500) six months prior to implementation, and then again three months prior to implementation. System Change Request (SCR) 57958 implemented a mass-mailing of the first CF 500 to all active CR households on 12/10/15. SCR 1268 implemented a mass-mailing of the second CF 500 on 03/11/16.

When addressing a customer's questions regarding the CF 500, the Eligibility Worker (EW) must explain that the elimination of CR is not effective until 7/1/16 and the household must continue to follow CR requirements until that time. EWs must also inform customers that the transition will not affect benefit amounts.

Continued on next page

INTERIM INSTRUCTION NOTICE #16-020 ERRATA, Continued

RE/RC contacts

EWs must continue to refer to the Elimination of CalFresh Change Reporting – Talking Points (TAD CF 501) that was provided in 1/16 and address the listed talking points with customers **until 7/1/16**. The EW will include the following in the Re-Evaluation/Recertification (RE/RC) Journal entry:

- *The customer was notified of the elimination of CR and the transition to SAR effective 7/1/16. The customer was asked to continue following CR requirements until 7/1/16. The customer was notified that further information regarding the transition will be mailed to the household.*
- For homeless households, include the following in the Journal entry: *The customer was reminded to retrieve his/her mail from the district office on at least a weekly basis.*

Lobby posters

A Change Reporting Elimination Lobby Poster (TAD CF 505) was provided to each district office in 2/16 for posting in the lobby. The poster must be placed in an area that is readily visible to customers.

The TAD CF 505 must be removed from lobbies on 7/1/16.

Certification periods and SAR 7s during CR to SAR transition

Households will retain their current certification period when the CR to SAR transition is made. As a result, some households will be required to submit a SAR 7 Eligibility Status Report (SAR 7) while others will not be required to report until their RC. In addition, some households will be required to submit more than one SAR 7 prior to their next RE/RC. The table below shows the SAR 7 due month(s) based on household type and certification begin month:

Household type	Certification Month	SAR 7(s) due prior to next RC
<ul style="list-style-type: none">• Homeless, or• Migrant/seasonal farmworker	Through 2/16	No SAR 7 due
	03/16 and onward	Due 6 months into the current certification period
<ul style="list-style-type: none">• Elderly/Disabled and has no earned income, or• Residing on an Indian Reservation and has no earned income	Through 8/16	No SAR 7 due
	9/16 and onward	Due 12 months into the current certification period
<ul style="list-style-type: none">• Elderly/Disabled and has earned income, or• Residing on an Indian Reservation and has earned income	Through 2/15	No SAR 7 due
	3/15 through 8/15	Due 18 months into the current certification period
	9/15 through 2/16	Due 12 and 18 months into the certification period
	3/16 and onward	Due 6, 12, and 18 months into the certification period

Continued on next page

INTERIM INSTRUCTION NOTICE #16-020 ERRATA, Continued

New certification periods

The table below displays the certification periods and SAR 7 due months for current CR households that recertify after 7/1/16:

Household Type	Length of Certification Period	SAR 7 due month(s)
<ul style="list-style-type: none">• Homeless, or• Migrant/seasonal farmworker	12 months	6 months into the certification period
<ul style="list-style-type: none">• Elderly/Disabled and has no earned income, or• Residing on an Indian Reservation and has no earned income	24 months	12 months into the certification period
<ul style="list-style-type: none">• Elderly/Disabled and has earned income, or• Residing on an Indian Reservation and has earned income	24 months	6, 12, and 18 months into the certification period

C-IV updates

C-IV will implement the following SCRs to eliminate CR and transition existing CR households to SAR on 7/1/16:

- SCR 1176 – Will:
 - Update eligibility rules so cases cannot be a CR type following the 6/16 benefit month.
 - Create a new reporting type of “Semi-Annual Reporting Annually” (SARA).
 - Send a SAR 7 to SARA households in the 11th month of the certification period.
 - Be implemented in Release 16.05 on 5/23/16.
- SCR 703 – Will:
 - Send a SAR 7 at the 5th, 11th and 17th month of the certification period to households that have earned income and are either:
 - ✓ Elderly/Disabled, or
 - ✓ Living on an Indian Reservation.
 - Be implemented in Release 16.05 on 5/23/16.
- SCR 2002 – Will:
 - Run a batch Eligibility Determination and Benefits Calculation (EDBC) for the 7/16 benefit month on 6/11/16 for all active CalFresh programs with a reporting type of CR.
 - ✓ Cases where EDBC was run for 7/16 following the release of SCR 1176 will be omitted from this batch, as these cases will have already been given the updated reporting type.
 - Result in case lists requiring EW action. The Program Development Division (PDD) will distribute a C-IV Announcement with instructions regarding these lists following the batch run.

Continued on next page

INTERIM INSTRUCTION NOTICE #16-020 ERRATA, Continued

SAR 24-month certification period

Beginning 5/23/16, households in which all adult members are elderly/disabled or living on an Indian Reservation will automatically be given a 24-month certification period by C-IV when EDBC is run at application or RC. If the household has earned income, it will have a SAR reporting type and be required to report semi-annually via the SAR 7. C-IV will mail a SAR 7 to the household in the 5th, 11th, and 18th months of the certification period.

SARA

SARA households will consist of households that have no earned income and are:

- Elderly/disabled, or
- Living on an Indian Reservation.

These households will automatically be given a 24-month SARA reporting type when EDBC is run at application and RC beginning on 5/23/16. SARA households will be required to report in the 12th month of the certification period via the SAR 7. C-IV will mail a SAR 7 to the household in the 11th month of the certification period.

SARA households fall under the SAR reporting type and, except for the annual SAR 7 requirement, will have the same reporting responsibilities as regular SAR households. The name SARA is unique to the C-IV system. Counties that use the LEADER/LRS or CALWIN systems may refer to these households in other terms.

EDBC for approvals/restorations

EWs will need to run EDBC up to the 7/16 benefit month when approving or restoring a household for CalFresh benefits following the batch EDBC run on 6/11/16. This is to account for:

- Prorated benefits in the initial/restoration month,
- The household's CR reporting type in 6/16, and
- The update to SAR effective 7/16.

The table below shows when EDBC must be run:

If the household is...	Then EDBC must be run for...
Applying for benefits in 5/16 or 6/16, Submitting a 5/16 SAR 7 on or after 6/11/16 and is eligible to restoration of aid,	The application month through 7/16. 6/16 and 7/16.

Continued on next page

INTERIM INSTRUCTION NOTICE #16-020 ERRATA, Continued

EDBC example The following is an example of running EDBC following the 6/11/16 batch run:

A household applies on 5/23/16 and is not eligible to Expedited Service (ES). All requested verifications are submitted and the case is ready to be processed on 6/15/16. The EW will run EDBC for the following months:

- 5/16, to prorate benefits based on the application date in the initial month,
 - 6/16, to assign the household a reporting type of CR, and
 - 7/16, to update the reporting type to SAR.
-

Good cause It is anticipated that CR households may experience some confusion and difficulty during the transition to SAR. This may result in households not submitting their SAR 7 on time due to a lack of familiarity with the process. As an accommodation, good cause will be granted to households that submit their SAR 7 after the extended filing date (last day of the Submit Month), but before the last day of the month following discontinuance. Good cause will allow the household to receive the full month's allotment, rather than a proration.

EWs must adhere to the following guidelines when determining good cause:

- Good cause may only be granted to former CR households that transitioned to SAR on 7/1/16 **and** have submitted their **first** SAR 7 after the extended filing date but prior to the last day of the month following discontinuance. Households that were SAR prior to the transition or submitted a SAR 7 since the transition will be evaluated for:
 - Other good cause reasons, or
 - Restoration of aid.
 - Households that submit the SAR 7 after the last day of the month following discontinuance will be advised to file a new application.
 - When good cause is granted, the EW must Journal the following:
 - *“Household was previously CR and is not familiar with SAR. Good cause granted due to extenuating circumstances, per ACL 15-90.”*
 - When good cause is not granted, the EW must clearly Journal the justification for not finding good cause.
 - Good cause for households that transitioned from CR to SAR on 7/1/16 and failed to submit their first SAR 7 will be granted until 6/30/17.
-

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INTERIM INSTRUCTION NOTICE #16-020 ERRATA, Continued

Examples

The following are examples of granting good cause to households that transitioned from CR to SAR.

- Jack and Jan are homeless. They have a 12-month certification period that began in 11/15. Their case is transitioned from CR to SAR on 7/1/16. Since Jack and Jan's SAR 7 due month would have been before the CR to SAR transition, they will not be required to submit a SAR 7 for this certification period. They will be required to report in 10/16 at their RC.
- Jane is 65 years old with no earned income. She has a 24-month certification period that began 3/16. Jane's case is transitioned from CR to SARA on 7/1/16. Her 12-month SAR 7 is mailed to her on 1/17. Jane does not complete and submit her 12-month SAR 7 in 2/17 and her benefits are discontinued effective 3/1/17. On 3/9/17, Jane visits her district office to ask about her benefits. The EW explains that she was discontinued because she did not submit her SAR 7. Jane says she wasn't familiar with having to complete the SAR 7. She completes it while she is in the office. Since Jane transitioned from CR to SAR on 7/1/16 and this is her first SAR 7, the EW grants good cause for extenuating circumstances and rescinds the discontinuance.
- Ronald is 61 years old and has earned income from a part-time job. He has a 24-month certification period that began in 10/15. Ronald's case is transitioned from CR to SAR on 7/1/16. He is not required to complete a 6-month SAR 7 since the due month would have been before the CR to SAR transition. His 12-month SAR 7 is mailed to him in 8/16. Ronald completes and submits his 12-month SAR 7 timely. His 18-month SAR 7 is mailed to him in 1/17. Ronald fails to submit his 18-month SAR 7 in 2/17 and his benefits are discontinued effective 3/17. On 3/12/17, Ronald calls the Customer Service Center (CSC) asking about his missing benefits. The CSC EW informs Ronald that his case was discontinued because he did not submit a SAR 7. Ronald says he did not know he had to submit a SAR 7. The CSC EW will not grant good cause because Ronald had previously submitted a SAR 7 following the CR to SAR transition. The CSC EW will inform Ronald of restoration of aid and instruct him to complete and submit his SAR 7 to his district office.

Questions

District Managers (DMs) with questions regarding this IIN may contact Scott Neeri, Program Specialist I (PS I) at:

- (909) 383-9890, or
 - Via e-mail at sneeri@hss.sbcounty.gov.
-

Definitions and Terms

Introduction This section introduces some of the terms and definitions used in this chapter.

Reference The following references are applicable to the information under this topic:

- All County Letter (ACL) 12-25
 - ACL 13-80
 - Manual of Policies and Procedures (MPP) 63-102
-

Definitions and Terms Below are some of the definitions and terms used in this chapter:

Certification Period – The 12-month period following the application date; the time period for which the customer is authorized to receive benefits.

Note: Elderly/disabled households and households residing on an Indian Reservation qualify for a 24-month certification period.

Change Reporting (CR) – Households that are not required to report semi-annually. These households are subject to prospective budgeting on a monthly basis. CR includes the following households:

- Homeless,
- Elderly and disabled with no earned income,
- Seasonal/migrant farm worker, and
- Households residing on an Indian Reservation.

Extended Filing Date – The first working day of the next Semi-Annual Reporting (SAR) Payment Period

Late SAR 7 – A SAR 7 not received by the County by the 11th of the SAR Submit Month.

Mandatory Recipient Mid-Period Reports – Reports customers are required to make within 10 days to the County.

Mid-Period Household Composition Changes – A voluntary report of household composition change by the head of household. This report is considered Verified Upon Receipt (VUR) and Eligibility Workers (EWs) must act upon the reported change (applicable only to the CalFresh program).

Next SAR Payment Period – The six month period immediately following the SAR Submit Month or Recertification (RC) month.

Continued on next page

Definitions and Terms, Continued

Distribution (continued)

Reasonably Anticipated Income – The rule used to anticipate household prospective income. Reasonable anticipation for income means the source, amount, and date of receipt of the income is known. Income is considered “reasonably anticipated” when it can be determined with reasonable certainty the customer will receive a specified amount of monthly income in the SAR Payment Period. This applies to all types of income, earned or unearned. Reasonably anticipated income is income which meets both of the following conditions:

- The income has been or will be approved or authorized within the SAR Payment Period, or the household is otherwise reasonably certain the income will be received within the payment period; **AND**
- The amount of the income is known.

Customers are required to provide information for the SAR Report Month and any anticipated changes in the six months following the SAR Submit Month.

Responsible Household Member – Any member of the household who is 18 or older who has knowledge of all household information and circumstances for reporting purposes.

SAR 7 – The form number of the SAR 7 Eligibility Status Report that is completed by the customer to report what happened in the SAR Report Month, what has happened since the Re-Evaluation/Recertification (RE/RC) was completed, and what is expected to happen in the next SAR Payment Period.

SAR 7 Addendum – The form number of the Instructions and Penalties – SAR 7 Eligibility Status Report that is sent to the customer with the SAR 7. It lists examples of income and expenses and the penalties for committing fraud.

SAR 7 Reporting Period – The first day of the SAR Submit Month through the last day of the Report Month.

SAR 90 – The form number of the Reminder Letter that is sent to customers who have submitted an incomplete SAR 7 after receiving an NA 960X SAR or a NA 960Y SAR. The SAR 90 does **not** require a NA Back 9 – Your Hearing Rights.

SAR Begin Month – The first month of the SAR Payment Period.

SAR Payment Period – The six-month period for which benefits are issued. The SAR Payment Period is the six-month period immediately following the SAR Submit Month. This is the six-month period after the Beginning Date of Aid (BDA), RE/RC, or submittal of the SAR 7.

SAR Report Month – The month for which the recipient customer reports all information necessary to determine eligibility. The SAR Report Month is the fifth month of the semi-annual period (The month the SAR 7 is completed).

Continued on next page

Definitions and Terms, Continued

Definitions and terms (continued)

SAR Submit Month – The month in which the SAR 7 or the RE/RC forms are required to be submitted to the County and the interview is completed. This is the month after the SAR Report Month and is the sixth month of each semi-annual period.

Verified Upon Receipt (VUR): Reported information that is not questionable, the provider is the primary source of information, and no further information is needed to take action. Information that is VUR must be acted upon, regardless of whether it increases, decreases, or causes a discontinuance of CalFresh benefits. Information that is not VUR is not required to be acted upon, with the exception of an additional person to the household. In add person instances, appropriate verification is to be requested. VUR only applies to the CalFresh program, however, reports to other programs must be assessed for VUR and appropriate action must be taken for CalFresh.

Voluntary Mid-period Reports – Reports customers may make voluntarily to the County anytime during the SAR Certification Period. The EW must act on changes considered VUR to reduce or terminate benefits at any point during the certification period.

Note: EWs must act on all reported changes for CR households.

SAR 7 Eligibility Status Report (SAR 7) Overview

Introduction	<p>This section contains information regarding customer reporting requirements under Semi-Annual Reporting (SAR) and the general requirements for the completion of the SAR 7 Eligibility Status Report (SAR 7).</p>
Reference	<p>The following references are applicable to the information in this section:</p> <ul style="list-style-type: none">• All County Letter (ACL)12-25• ACL 13-17• ACL 13-80
SAR 7 required information	<p>Households who are subject to SAR must provide information and answers to all questions and items on the SAR 7 and attest under penalty of perjury, they have truthfully reported all required information. Each item on the SAR 7 pertains to CalWORKs and/or CalFresh eligibility. Households are required to report:</p> <ul style="list-style-type: none">• All income received in the SAR Report Month,• Any changes in household composition or property since the submission of the last SAR 7, application or Recertification (RC), and• Any changes in income the household anticipates will occur in the upcoming SAR payment period.
SAR 7 completeness criteria	<p>The SAR 7 is complete if:</p> <ul style="list-style-type: none">• The form is signed and dated no earlier than the first day of the SAR Submit Month, and• All questions and items are fully answered and information on the SAR 7 together with attached documentation or information known to the County provides sufficient information to allow for the determination of eligibility and/or benefit level (reasonable anticipation), and• Required verification(s) is submitted with the SAR 7 or verification(s) is available to the county, such as Income and Eligibility Verification• System (IEVS) information.
Households unable to complete SAR 7 due to disability or illiteracy	<p>Assistance in completion and filing of the SAR 7 will be provided to those households who are prevented from completing or filing a SAR 7 due to one of the following:</p> <ul style="list-style-type: none">• Mental or physical disability,• Non-English speaking,• Lacking sufficient reading and writing skills, or• Customer request.

Continued on next page

SAR 7 Eligibility Status Report (SAR 7) Overview, Continued

Treatment of SAR 7 reported information

Treat information reported on the SAR 7 as information known by the customer through the last day of that SAR 7 reporting period. The SAR 7 reporting period is the first day of the SAR Submit Month through the last day of the SAR Report Month.

Note: Questions 10 and 12 on the SAR 7 allow the customer to report specific changes for the upcoming period (See the SAR 7 Completeness section of this chapter for more information).

Examples

The following examples demonstrate how information reported and verified on a SAR 7 is to be treated. A Journal entry must be made by the Eligibility Worker (EW) to explain how the usage of income was determined.

Example 1: Household reports weekly gross earnings in Question 9 and does not indicate they expect a change of any kind in Questions 10.

Result: Gross earnings received weekly will be converted monthly by adding four (or five) paychecks, dividing by four (or five), and multiplying the weekly averaged income by 4.33.

Example 2: Household reports weekly gross earnings in Question 9, but indicates the job stopped or will stop in Questions 10.

Result: Income is not used to determine benefits for the upcoming period.

Example 3: Household reports no earnings in Question 9, but indicates in Question 12 that a new job will be starting the last week of the SAR Submit Month. The customer also reports the expected hours, rate of pay, and pay dates.

Result: Income from the new job is reasonably anticipated for the upcoming payment period and used according to what is reported on the SAR 7. No verification is required.

Example 4: Household reports no earnings in Question 9, but indicates a new job will be starting in Question 13. The number of work hours, pay rate and/or pay frequency are not known.

Result: After contacting the customer the income from the new employment cannot be reasonably anticipated. It is not used for the upcoming certification period.

Mid-period Reports

Introduction This section gives a brief overview of mid-period reporting requirements. These required mid-period reports are called Mandatory Mid-period reports. For complete information about Mandatory Mid-period reports, see the Mandatory Mid-period Reports section later in this Chapter.

Reference The following references are applicable to the information under this topic:

- All County Letter (ACL) 12-25
- ACL 13-17

Mandatory Mid-period reports Under Semi-Annual Reporting (SAR), customers are required to report certain changes within 10 calendar days of the date the change becomes known to the customer. These types of reports are called Mandatory Mid-period reports.

Mandatory Mid-period reports are:

- Households subject to the Income Reporting threshold (IRT) - The amount likely to render the household ineligible to CalFresh benefits (i.e., over 130 percent of the Federal Poverty Level (FPL))
- Non Assistance CalFresh (NACF) only: Able-Bodied Adults without Dependents (ABAWDS) who fail to meet the work requirement.

Note: Beginning April 1, 2009, the American Recovery and Reinvestment Act (ARRA) of 2009 suspended the ABAWD work requirement. Currently, ABAWDS are not required to report work hours.

SAR 7 Eligibility Status Report (SAR 7)

Introduction

Once a customer starts to receive CalFresh, he/she must keep the Eligibility Worker (EW) informed about changes, in order to:

- Ensure CalFresh benefits are correct, and
- Make the EW aware of other needs that can be met through the CalWORKs program.

Reference

The following references are applicable to the information under this topic:

- All County Letter (ACL) 12-25
- ACL 13-17
- ACL 13-80

SAR 7 process

In order to streamline the written reporting process, all Semi-Annual Reporting (SAR) CalFresh customers must report their eligibility status on the SAR 7 Eligibility Status Report (SAR 7). C-IV will automatically send the SAR 7 to all SAR CalFresh households at the end of the SAR Report Month. Change Reporting (CR) CalFresh households are **not** sent a SAR 7.

The chart below describes the SAR 7 process:

Stage	Description
1	C-IV automatically generates and mails the SAR 7 to all SAR CalFresh customers. C-IV: <ul style="list-style-type: none">• Prints a barcode on each SAR 7 identifying it to a specific case number.• Uses the mailing address coded in the customer's C-IV case record.• Mails the SAR 7 at the end of the customer's SAR Report Month.
2	The customer receives the SAR 7 by the first day of the SAR Submit Month, completes it, and mails or delivers it to the EW by the fifth day of the SAR Submit Month to avoid causing delays in their receipt of CalFresh benefits. Note: The customer has until the first working day of the subsequent SAR Payment Period – the extended filing date – to submit the SAR 7 to avoid discontinuance.
3	The Office Assistant (OA) scans the SAR 7 as received into C-IV.
4	The EW evaluates the information reported on the SAR 7 during the SAR Submit Month and makes changes in the program and/or benefits for the SAR Payment Period by updating the Data Collection pages in C-IV.
5	The customer receives benefits in the next SAR Payment Period <u>based on the information reported</u> , or the program is discontinued when the customer becomes ineligible and no further CalFresh benefits are issued.

SAR 7 Eligibility Status Report (SAR 7) – The Process

Introduction Customers are required to report changes they experience so benefits will be issued accurately. Meeting reporting requirements can mean overpayments/overissuances will be avoided or supplements can be issued as soon as possible.

Reference The following references are applicable to the information under this topic:

- All County Letter (ACL) 12-25
- ACL 13-17
- ACL 13-80

Reporting requirements All CalFresh customers, with the exception of Change Reporting (CR) CalFresh households, are required to report once every six months with the SAR 7 and at the redetermination/recertification (RE/RC). Semi-Annual Reporting (SAR) and CR households also are required to report mid-period in certain situations. These are called mandatory mid-period reports. SAR and CR households may also voluntarily report information mid-period. These are called voluntary mid-period reports.

This section provides guidelines for the SAR 7 and RE/RC reporting requirements and time frames for SAR and CR households. For information on mandatory and voluntary mid-period reports, see those sections in this chapter and in Chapter 10 – Budgeting.

Customer's responsibilities SAR customers must complete and submit a SAR 7 to remain eligible for CalFresh benefits. The report is mailed to each SAR CalFresh household just before the end of the SAR Report Month. The customer is required to wait for that month to end, complete the SAR 7, and submit it to the County by the fifth day of the SAR Submit Month.

Processing the SAR 7 An important part of a Continuing Eligibility Worker's (EW's) job is to process the SAR 7. To process a SAR 7 means to:

- Evaluate the SAR 7 for completeness,
- Evaluate the effect of the information reported for CalFresh and take appropriate action, and
- Discontinue the CalFresh household if a completed SAR 7 is not submitted by the extended filing date.

Other Required Forms

Introduction The SAR 7 Eligibility Status Report (SAR 7) reporting process may involve other forms:

- To inform new customers of their reporting responsibilities.
- When more information is needed.
- When others live with the Assistance Unit (AU).

This section contains information about other forms that may be required in the SAR 7 Eligibility Status Report (SAR 7) reporting process.

Reference The following references are applicable to the information under this topic:

- Manual of Policy and Procedures (MPP) 63-508.622
- All County Letter (ACL) 12-25
- ACL 13-17
- ACL 13-80
- All County Information Notice (ACIN) 01-14

Other required forms The following is a list of other forms used with the SAR 7, depending on the household's situation:

Form title	Use
SAR 2 – Reporting Changes for Cash Aid and CalFresh	Used to inform customers of their current Income Reporting Threshold (IRT), and reporting requirements. It is given to customers at application and when the reporting type changes. It is also mailed with the SAR 7.
SAR 7 Addendum	Mailed with the SAR 7, the addendum lists examples of items that must be reported and the penalties for committing CalFresh fraud.
SAR 7 Sample	An example of a completed SAR 7 as a reference for customers. It is given to customers at application and when requested.
SAR 7A – How to Fill out Your SAR 7 Eligibility Status Report	Instructs CalWORKs and/or CalFresh customers how to fill out the SAR 7. It is given to customers at application and Re-Evaluation/Recertification (RE/RC). It should also be given to the customer anytime he/she requests it or has questions about completing the SAR 7.
TAD SAR 7 Supplement	Used for reporting tips, self-employment income, and sometimes self-employment expenses.
SAR 72 - Sponsor's Semi-annual Income and Resources Report (supplement to the SAR 7)	Used to obtain income and resource information from the noncitizen's sponsor. It must be completed semi-annually by the sponsor to report income, resources, and dependent information.
SAR 90 – Reminder Letter	A reminder letter informing the household it has submitted an incomplete SAR 7 after receiving a NA 960X SAR or a NA 960Y SAR. Note: The SAR 90 does not require a NA Back 9 – Your Hearing Rights. The SAR 90 is a reminder letter, not a Notice of Action (NOA).
NA 960 X SAR – Stop Aid; Report Not Received	A NOA sent to advise the household that the SAR 7 has not been received and case discontinuance may result if the SAR 7 is not submitted by the extended filing date.
NA 960 Y SAR – Stop Aid; Report Incomplete	A NOA sent to advise the household the SAR 7 that was submitted is incomplete or incorrect and case discontinuance may result if a correct SAR 7 is not submitted by the extended filing date.

SAR 7 Completeness Criteria

Introduction	<p>This section contains information about the basic requirements needed for determining whether or not a SAR 7 Eligibility Status Report (SAR 7) is complete. Use this section in conjunction with the other information in this Chapter in making this determination.</p>
Reference	<p>The following references are applicable to the information under this topic:</p> <ul style="list-style-type: none">• All County Letter (ACL) 12-25• ACL 13-17• ACL 13-80
Basic completion requirements	<p>Before the Eligibility Worker (EW) can evaluate eligibility for the next Semi-Annual Reporting (SAR) Payment Period for a customer based on the SAR 7 and other information available, the customer must submit a complete SAR 7 in a timely manner.</p>
Timely SAR 7 submission and the extended filing date	<p>To be considered “timely”, the SAR 7 must be submitted by the 11th calendar day of the SAR Submit Month. Benefits for the SAR Payment Period will most likely be issued on time if the SAR 7 is submitted by the 11th of the SAR Submit Month.</p> <p>The customer must submit a complete and correct SAR 7 by the first working day of the SAR Payment Period at the very latest in order to keep the CalFresh program active. This due date is known as the “extended filing date”. The delivery of benefits for the month may be delayed when a customer submits his/her SAR 7 after the extended filing date.</p>
SAR 7 answered questions	<p>All CalFresh questions on the SAR 7 must be answered in order for the report to be considered complete for CalFresh program purposes, unless otherwise indicated in the “SAR 7 Completeness” section of this chapter. If a question is not answered with a “YES” or “NO” response, the question can be considered complete if the customer provided enough information to answer the question. If a customer answers “YES” to a question, more information is required.</p> <p>Compare the information given with other verified information in the case. All information should be consistent.</p>
Verification policy	<p>Cases will not be discontinued for an incomplete SAR 7 when there is enough verification and/or information provided with the SAR 7 to reasonably anticipate income for the next payment period. Determination of income used must be clearly documented in the case Journal.</p>

Continued on next page

SAR 7 Completeness Criteria, Continued

Income SAR 7 with all pay stubs provided

An income SAR 7 is complete if all pay stubs for the SAR Report Month are provided, regardless of Year-to-Date (YTD) availability.

Note: YTD calculation is not appropriate for income calculation for SAR households. YTD calculation is not possible because the prior month's last YTD is not available.

Income SAR 7 with some pay stubs provided

SAR allows for averaging and reasonable anticipation of income. The following table explains how to handle the SAR 7 when some, but not all, pay stubs have been provided:

If the customer ...	Then...
<ul style="list-style-type: none">Provides some of the pay stubs received in the Report Month, andReports all gross income amounts on the SAR 7, andReports the income is not expected to change or stop,	<ul style="list-style-type: none">Contact the customer to clarify the:<ul style="list-style-type: none">Income amounts reported, andVerify gross amounts.Review case historical data. Is the customer always paid with the same:<ul style="list-style-type: none">Frequency, andAmount.Average the income reported using the correct multiplier.Journal how:<ul style="list-style-type: none">Clarification was obtained, andIncome determination was made.
<p>Does not:</p> <ul style="list-style-type: none">Provide some of the pay stubs received in the Report Month, andReport all gross income amounts on the SAR 7, andReport the income is not expected to change or stop,	<ul style="list-style-type: none">The SAR 7 is considered incomplete.Follow the instructions for processing an incomplete SAR 7. See the "Processing an Incomplete SAR 7" section in this chapter for more information.

Questionable information

If income or other information reported is questionable and all attempts to clarify income have been unsuccessful, the SAR 7 is considered incomplete. Documentation of attempts to contact the customer along with reasons the information reported is questionable must be entered in the case Journal.

Other forms required

If a family includes a sponsored noncitizen, a Sponsor's Semi-Annual Income and Resources Report (SAR 72) must also be submitted or the SAR 7 is considered incomplete.

TAD SAR 7 Supplement

The TAD SAR 7 Supplement is acceptable verification of tips and self-employment income and expenses, but is not mandatory. The customer's report of the income on the SAR 7 is sufficient verification.

Continued on next page

SAR 7 Completeness Criteria, Continued

Change of address

The customer must provide a new physical and/or mailing address when he/she moves so he/she can be located if necessary. The EW must also verify and, if necessary, update any phone numbers on file.

If an address change was reported mid-period, it does not need to be reported on the next SAR 7. Refer to the SAR 7 Completeness – Address Change section of this Chapter.

SAR 7 Completeness – Comparing SAR 7 to Mid-period Reports

Introduction

When a SAR 7 Eligibility Status Report (SAR 7) is received, the Eligibility Worker (EW) must compare the information reported on the SAR 7 with any information reported outside the SAR 7. This section contains the required actions when comparing this information.

Reference

The following references are applicable to the information under this topic:

- All County Letter (ACL) 12-25
- ACL 13-17
- ACL 13-80
- Manual of Policies and Procedures (MPP) 63-508.652
- MPP 63-509(d)(7)(A)
- MPP 63-509(d)(7)(B)

Comparing SAR 7 with information reported outside the SAR 7

If a customer has made a voluntary or mandatory mid-period report, the information from that mid-period report will be considered part of the case record, regardless of whether or not it resulted in a mid-period benefit change. When the customer submits a SAR 7 subsequent to a mid-period report, the EW will first review changes reported on the SAR 7 to ensure circumstances reported as a mid-period report are also reflected on the SAR 7 and **must** proceed as follows:

If the information reported on the SAR 7 is...	Then...
Consistent with the information provided in the mid-period report,	Process the SAR 7.
Not consistent with the information provided in the mid-period report,	The EW will: <ul style="list-style-type: none">• Take action to resolve the discrepancy (see the “Resolving a discrepancy” block in this Section), and• Determine what the actual current household situation is.

Continued on next page

SAR 7 Completeness – Comparing SAR 7 to Mid-period Reports, Continued

Resolving a discrepancy

When attempting to resolve a discrepancy between what was reported on a mid-period report and what was reported on a SAR 7, the EW **must** first attempt to contact the customer by phone to resolve the discrepancy. If unable to contact the customer or obtain resolution through such contact, the EW **will**:

- Document the attempt to contact the customer and the nature of the discrepancy in the case journal, and
- Send a:
 - NA 960Y SAR – Stop Aid; Report Incomplete, if prior to 10-day Notice of Action (NOA), or
 - ADM 107 – Message From Your Worker, if after 10-day NOA.

Once the discrepancy is resolved, the SAR 7 is considered complete. The EW **will** document the following in the case Journal:

- Discrepancy,
 - Contact with the customer, and
 - Resolution.
-

SAR 7 – Request to Stop Benefits

Introduction

Customers can request their Cash Aid, CalFresh, and/or Medi-Cal be stopped. The SAR 7 Eligibility Status Report (SAR 7) includes a question where this request can be made. This section covers the actions to take when a customer uses the SAR 7 to request benefits be stopped.

Reference

The following references are applicable to the information under this topic:

- All County Letter (ACL)12-25
- ACL 13-80
- Manual of Policies and Procedures (MPP) 63-508.534

Request to stop benefits

The first statement (before Question 1) on the SAR 7 allows customers to request their CalWORKs, CalFresh, and/or Medi-Cal be stopped at the end of the Semi-Annual Reporting (SAR) Submit Month. When a customer completes this question and signs and dates the SAR 7, use the table below to determine the correct action(s) to take.

If the customer checks the...	Then...
CalWORKs box,	<ul style="list-style-type: none">• Discontinue CalWORKs <u>only</u> at the end of the SAR Submit Month,• Transfer to post Medi-Cal, and• Send adequate notice of discontinuance. <p>Note: Transfer to CalFresh or Transitional CalFresh if appropriate.</p>
CalWORKs and CalFresh boxes,	<ul style="list-style-type: none">• Discontinue CalWORKs and CalFresh at the end of the SAR Submit Month,• Transfer to post Medi-Cal, and• Send adequate notices of discontinuance.
CalWORKs and Medi-Cal boxes,	<ul style="list-style-type: none">• Discontinue CalWORKs and Medi-Cal the end of the SAR Submit Month, and• Send adequate notice of discontinuance. <p>Note: Transfer to CalFresh or Transitional CalFresh, if appropriate.</p>
CalWORKs, CalFresh, and Medi-Cal boxes,	<ul style="list-style-type: none">• Discontinue all three programs at the end of the SAR Submit Month, and• Send adequate notice(s) of discontinuance.
CalFresh box,	<ul style="list-style-type: none">• Discontinue CalFresh <u>only</u> at the end of the SAR Submit Month, and• Send adequate notice of discontinuance.

SAR 7 Completeness

Introduction

This section contains the completeness criteria for the SAR 7 Eligibility Status Report (SAR 7), which contains 13 questions.

Customers will complete the SAR 7 with new information not reported:

- On the Re-Evaluation/Recertification (RE/RC) forms,
 - Via a telephone call to the Transitional Assistance Department (TAD), or
 - Via a written report.
-

Reference

The following references are applicable to the information under this topic:

- All County Letter (ACL) 12-25
 - ACL 13-80
 - Manual of Policies and Procedures (MPP) 63-508
-

Question 1: People moving into or out *CalWORKs and CalFresh*

The customer must keep the County informed about the people living in the home so benefits can be adjusted as needed.

The customer is required to report any people moving in or out of the household from the first day of the last SAR Submit Month through the last day of the current SAR Report Month. If Question 1 is answered “YES”, the rest of the question must be completed or the SAR 7 is considered incomplete.

Question 2: Address Change *CalWORKs and CalFresh*

The customer must answer “Yes” only when his/her address has changed. If the household reports a change of address mid-period, it does not need to be reported on the SAR 7.

Other processes to review when a customer reports a move are:

- Does the customer reside in the same TAD district as before?
 - If not, the case may need to be transferred to the correct district. Refer to the Operations and Reference Handbook (ORHB) for more information regarding Inter-District Transfers (IDTs).
- Does the customer reside in the same county as before?
 - If not, the CalWORKs and CalFresh cases will need to be transferred to the correct county. Refer to the ORHB for more information regarding Inter-County Transfers (ICTs).
- Does the customer still reside in the state of California?
 - If not, the case may need to be discontinued. Refer to Chapter 4 - Residency in this Handbook for more information.
- Does the household have a change in shelter costs?

If Question 2 is answered “Yes”, the rest of the question must be completed or the SAR 7 is considered incomplete.

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SAR 7 Completeness, Continued

Question 3:
New or
changed
housing cost
CalFresh only

Question 3 asks the customer if he/she has a new or changed housing cost since the last report. The question does not have “Yes” or “No” check boxes and does not have to be completed by the customer, unless the answer to Question 2 is “Yes”. The Eligibility Worker (EW) must ensure shelter deductions are correctly applied. Refer to the Budgeting and Deduction Chapters in this handbook for more information regarding shelter deductions.

Question 4:
Fleeing felons
and parole or
probation
violations
CalWORKs only

Question 4 is a CalWORKs only question, asking if anyone in the home is:

- Running from an outstanding warrant, or
- In violation of probation or parole.

If this question is answered “Yes”, the rest of the question must be completed or the SAR 7 is incomplete.

If this question is not answered for a...	Then the SAR 7 is considered...
CalFresh only case,	Complete.
CalWORKs only case,	Incomplete.
CalWORKs/CalFresh case,	<ul style="list-style-type: none">• Complete for CalFresh, and• Incomplete for CalWORKs.

Note: This information is **not** required on every SAR 7. Once reported, the customer does not need to re-report.

Continued on next page

SAR 7 Completeness, Continued

Question 5: Medical Costs *CalFresh only*

Question 5 asks the customer if anyone in his/her household is disabled or is 60 years or older and has had an increase in medical costs. In order to be allowed as a deduction from income, medical expenses must be verified. Refer to the Deductions Chapter in this handbook for more information.

This question does not have “Yes” or “No” check boxes. Use the table below to determine if the question is complete or incomplete:

If...	And verification is...	Then the question is considered...
Both sub-questions are answered,	Included,	Complete for CalWORKs and CalFresh.
	Not included,	<ul style="list-style-type: none"> Complete for CalWORKs, and Incomplete for CalFresh.
Only one of the two sub-questions is answered,	Either included or not included,	Complete for CalWORKs, and: <ul style="list-style-type: none"> Complete for CalFresh if the verification contains the name of the person who had the change and the amount of the increase. Incomplete for CalFresh if the verification does not contain the name of the person who had the change and/or the amount of the increase.
Both sub-questions are unanswered,	Included,	
	Not included,	Complete for CalWORKs and CalFresh.

Question 6: Child support paid out *CalFresh only*

Question 6 asks the customer if anyone in the household pays court-ordered child support. Support payments to individuals outside the home are an allowable exclusion from income in CalFresh. Refer to the Deductions/Exclusions Chapter in this handbook for more information.

Failure to provide proof of paid support does not cause the SAR 7 to be incomplete.

If this question is not answered for a ...	Then the SAR 7 is considered..
CalFresh only case,	Incomplete.
CalWORKs only case,	Complete.
CalWORKs/CalFresh case,	<ul style="list-style-type: none"> Incomplete for CalFresh, and Complete for CalWORKs.

Continued on next page

SAR 7 Completeness, Continued

Question 7: Dependent Care expenses *CalFresh only*

Question 7 asks the customer if anyone in the household had an increase in the amount paid for the care of a child, disabled person, or other dependent while working, seeking work, or attending school or training since the last report.

Dependent care expenses *can significantly affect* the CalFresh benefit calculation. Verification is required to be submitted with the SAR 7 only if there has been an increase in the amount paid since the last report. Refer to the Deductions Chapter in this handbook for more information.

If the Child Care program pays part of the dependent care expense, check the Child Care program for missing verification when the customer reports already providing it to the County and has not included it with the SAR 7.

This question does not have “Yes” or “No” check boxes. Use the table below to determine if the question is complete or incomplete:

If...	And verification is...	Then the question is considered...
All sub-questions are answered,	Included,	Complete for CalWORKs and CalFresh.
	Not included,	<ul style="list-style-type: none">• Complete for CalWORKs, and• Incomplete for CalFresh.
Only one or two of the three sub-questions is/are answered,	Either included or not included,	Complete for CalWORKs, and: <ul style="list-style-type: none">• Complete for CalFresh if the verification contains the name of the person who had the change and the amount of the increase.• Incomplete for CalFresh if the verification does not contain the name of the person who had the change and/or the amount of the increase.
All sub-questions are unanswered,	Included,	
	Not included,	Complete for CalWORKs and CalFresh.

Question 8: Property changes *CalWORKs and CalFresh*

The customer must keep the County informed about changes in property. If the customer bought, obtained, sold, traded, or gave away any property since the last SAR 7 (as of the first day of the last SAR Submit Month through the last day of the current SAR Report Month), it must be reported in Question 8.

Property is evaluated at the following times:

- Application,
- SAR 7 submission,
- RC, and
- Add person.

If this question is answered “YES”, the rest of the question must be completed as applicable or the SAR 7 is considered incomplete.

Continued on next page

SAR 7 Completeness , Continued

Questions 9: Income from employment *CalWORKs and CalFresh*

Question 9 asks the customer for information about any household member's income that is earned from employment. If this question is answered "YES", the rest of the question must be completed as applicable or the SAR 7 is considered incomplete. However, cases should not be discontinued when there is enough verification and/or information provided with the SAR 7 to reasonably anticipate income for the next SAR Payment Period.

Question 10: Changes to income from employment *CalWORKs and CalFresh*

Question 10 asks if there will be any changes to the employment or income listed in question 9. This question is only required to be answered if Question 9 is answered "YES".

The chart below shows how to determine if Question 10 is complete based on the answers to both Questions 9 and 10, **and assuming appropriate verification is provided with the SAR 7:**

If Question 9 is ...	And Question 10 is...	Then Question 10 is...
Answered "YES",	Answered "YES",	Complete.
	Answered "NO",	Incomplete
Answered "NO",	Left blank,	Either complete or incomplete, depending on the explanation provided.
	Answered "YES",	
Left blank,	Answered "NO",	Complete.
	Left blank,	Incomplete (Question 9 is also incomplete).

Question 11: Income from other sources *CalWORKs and CalFresh*

Question 11 asks for information about any household member's income that is received from sources other than employment. If this question is answered "YES", the rest of the question must be completed as applicable or the SAR 7 is considered incomplete. However, cases should not be discontinued when there is enough verification and/or information provided with the SAR 7 to reasonably anticipate income for the next SAR Payment Period.

Continued on next page

SAR 7 Completeness, Continued

**Questions 9 through 11:
Income examples**
CalWORKs and CalFresh

The following are examples of information reported in Questions 9 through 11.

Example 1: Household reports they expect \$1000 in income each month of the upcoming 6 month period from a new job.

Results: Income from the new job is anticipated to continue and the amount and frequency have been reported by the customer. Therefore, the earnings are used as a monthly amount of \$1000 each month of the upcoming payment period. (No verification is required)

Example 2: Household reports weekly gross earnings of \$200 in Question 9 and this income has been ongoing for two years. However, in Question 10, the household indicates that they expect \$1000 in earnings for each month of the upcoming payment period. The change is noted to be happening because the customer has received a raise in pay.

Results: The new income amount is anticipated for the upcoming payment period.

**Question 12:
Changes to income from other sources**
CalWORKs and CalFresh

Question 12 asks if there will be any changes to the employment or income listed in Question 11. This question is only required to be answered if Question 11 is answered "YES".

The chart below shows how to determine if Question 12 is complete based on the answers to both Questions 11 and 12, and assuming appropriate verification is provided with the SAR 7:

If Question 11 is...	And Question 12 is...	Then Question 12 is...
Answered "YES",	Answered "YES",	Complete.
	Answered "NO",	
	Left blank,	Incomplete
Answered "NO",	Answered "YES",	Either complete or incomplete, depending on the explanation provided.
	Answered "NO",	Complete.
	Left blank,	
Left blank,	Answered "YES", "NO", or left blank,	Incomplete (question 11 is also incomplete).

Continued on next page

SAR 7 Completeness, Continued

Acting on information reported in Questions 9 through 12

The information provided in this section describes how to act on information and verification reported in Questions 9 through 12:

Verification of income known to the agency:

- If the customer cannot send verification with the SAR 7 because his/her sent it to another Human Services (HS) agency staff member, obtain the verification from that staff member.
- Individuals who work as Child Care providers and are paid through the County of San Bernardino Child Care program must report their earnings. Since these providers are not given a pay stub, verify their income in C-IV. Refer to the “Self-employment as a Child Care Provider” information in the Income Chapter.
- Individuals who work as In-Home Supportive Services (IHSS) providers and are paid through the County of San Bernardino Department of Aging and Adult Services (DAAS) program must report their earnings. Verify employment/income via e-mail with the DAAS IHSS 625 – IHSS Provider Employment Verification Request form if verification is not provided by the customer.
- If a customer fails to report Unemployment Insurance Benefits (UIB), State Disability Insurance (SDI), or Retirement, Survivors and Disability Insurance (RSDI) but the agency has access to the information through the PVS 40, the answer is considered complete.

Verification available through the case record:

- If there is a Release of Information form authorizing the County to contact the income source and the duration of the release has not passed, contact the income source for verification if the customer is having difficulty.
- If the customer fails to report and/or verify a paycheck, but the EW is able to reasonably anticipate and average income for the upcoming payment period, the answer is considered complete.

Note: Anytime the customer advises of difficulty in obtaining the income verification, assistance must be provided in obtaining the verification. Having the customer complete a Release of Information (TAD 228) form is just one way to assist in obtaining the income verification.

The customer is only required to report information (changes or expected changes) known by the last day of the SAR Report Month for that SAR 7’s reporting period in Questions 9 and 11; however, if income is reported as started/received in the Submit Month and can be reasonably anticipated, the income will be used in the upcoming SAR Payment Period without verification of the decrease/increase in benefits.

Note: When the customer reports a change of income affecting the Submit Month verification is not required if the income started/received causes a decrease in benefits for the Submit Month, as this is a voluntary mid-period change. Verification will be required if the report causes an increase in benefits for the Submit Month.

Continued on next page

SAR 7 Completeness, Continued

**Question 13:
Since last
report**
CalWORKs only

Question 13 asks what has happened in the home since the last report (the first day of the last SAR Submit Month through the last day of the current SAR Report Month). The information reported here must be consistent with the information provided in any Mandatory or Voluntary Mid-period report.

Note: If the customer reports a change in citizenship status (ineligible to eligible non-citizen) obtain verification and take appropriate action. See Chapter 5 for Citizenship information and Chapter 9 for action on reported changes.

**Certification –
Fraud warning**

The Certification – Fraud Warning section must be signed and dated after the first day of the SAR Submit Month. Refer to the SAR 7 Completeness – Certification section of this chapter for information regarding signature errors.

SAR 7 Completeness – Certification

Introduction

This section contains the completeness criteria for the Certification and signature section of the SAR 7 Eligibility Status Report (SAR 7).

Certification CalWORKs and CalFresh

The Certification section of the SAR 7 must contain the signature(s) of the following household member(s):

CalFresh	CalWORKs
<ul style="list-style-type: none">• Head of household,• Responsible household member, or• Household's authorized representative.	<ul style="list-style-type: none">• Payee,• Domestic partner,• Aided spouse of the payee, and• Other parent of the cash aided children if living in the home.

If a person other than the head of household signs the SAR 7 for CalFresh, Journal who signed the SAR 7 and why it is acceptable for them to do so.

The signature(s) of the individual(s) listed above must be dated within the Semi-Annual Reporting (SAR) Submit Month up through the extended filing date.

Missing signatures and/or dates could mean the SAR 7 is incomplete. See the Certification errors – signatures block below.

Certification errors – signatures

The Eligibility Worker (EW) will **not** complete a discontinuance action if the signature(s) is acceptable based on the date the SAR 7 was mailed, the month and year the SAR 7 was printed, the verification attached, the date stamp, and any other credible evidence.

Use the following chart to help decide what actions to take when the signature block is completed but is incorrect:

When the signature date is...	And the date stamp is in the...	Then the...
In the SAR Report Month,	Report Month,	SAR 7 is incomplete.
In the SAR Report Month – prior to the date the SAR 7 was mailed,	Submit Month,	<ul style="list-style-type: none">• Certification block is correct.• SAR 7 is complete.
In the SAR Report Month – after the date the SAR 7 was mailed,	Submit Month,	SAR 7 is incomplete, but only the certification block needs to be corrected.
Signed with the previous year soon after a new year begins,	Submit Month,	<ul style="list-style-type: none">• Certification block is correct.• SAR 7 is complete.

Continued on next page

SAR 7 Completeness – Certification, Continued

Certification errors – Examples

Situation – SAR 7 for the SAR Submit Month of January 2014 is mailed to the customer on 12/27/2013.

The following are examples of when the SAR 7 may be considered complete or incomplete based on when the customer dates the SAR 7:

If the signature date is...	And the date stamp is...	Then the...
12/28/2013,	12/29/2013,	SAR 7 is incomplete.
12/3/2013,	1/5/2014,	<ul style="list-style-type: none">• Certification block is correct.• SAR 7 is complete.
12/30/2013,	1/5/2014,	SAR 7 is incomplete.
1/3/2014,	1/5/2014,	<ul style="list-style-type: none">• Certification block is correct.• SAR 7 is complete.

SAR 7 Completeness – Income Verifications

Introduction

This section contains the completeness criteria regarding income verifications for the SAR 7 Eligibility Status Report (SAR 7).

Reference

The following reference is applicable to the information under this topic:

- All County Letter (ACL) 12-25
 - ACL 13-17
 - ACL 13-80
 - Manual of Policies and Procedures (MPP) 63-508.4
-

Required verifications

Income verification is required to determine if a SAR 7 is complete. However, if a household is paid weekly or biweekly and fails to provide verification for each pay date of the Semi-Annual Reporting (SAR) Month, the SAR 7 can be considered complete when:

- The customer confirms the amounts reported on the SAR 7 are the gross amounts for each paycheck and the income is reasonably anticipated to continue, or
- The amounts listed on the SAR 7 are consistent with amounts listed on previous SAR 7 for this income type or employer.

Note: To be considered complete, the information on the SAR 7 together with attached documentation and historical information or customer contact must provide sufficient information to allow for the determination of eligibility and/or benefit level.

Continued on next page

SAR 7 Completeness – Income Verifications, Continued

Examples of complete versus incomplete SAR 7 for verification reasons

The following examples demonstrate how the SAR 7 is determined complete or incomplete when income verification(s) is missing.

Example 1 – Customer provides SAR 7 on September 5th. In Question 9 of the SAR 7, the customer reports four weekly paychecks for the SAR Report Month of August. Only one pay stub, for August 11th, is provided. The pay stub lists both gross and net amounts of pay.

Example 2 – Same situation as above, but the customer reports two bi-weekly pay dates for the SAR Report Month of August and only provides pay verification for August 11th and lists both gross and net income amounts of pay.

Actions for both – Compare the August 11th income verification to the amounts listed in Question 9 of the SAR 7, and then use the chart below to determine if the SAR 7 is complete or incomplete.

If the amount on the pay stub is the...	And...	Then the SAR 7 is considered...
Gross amount reported on the SAR 7, and the income is expected to continue, per the remaining questions on the SAR 7,	<ul style="list-style-type: none"> Review of the case historical data matches the SAR 7 (customer is always paid with the same frequency and amount), or Contact with the customer clarifies the income amounts reported and verifies gross amounts, 	<p>Complete:</p> <ul style="list-style-type: none"> Average the income reported and then multiply by the correct multiplier, and Journal how: <ul style="list-style-type: none"> Clarification was obtained, and Income determination was made.
Gross amount reported on the SAR 7, and the income is expected to continue, per the remaining questions on the SAR 7,	<ul style="list-style-type: none"> Case historical data amounts are not available or differ from the amounts reported, or The customer cannot be reached, 	<p>Incomplete:</p> <ul style="list-style-type: none"> Send a NA 960 Y SAR – Stop Aid; Report Incomplete,) Follow the steps in Processing an Income SAR 7, this section, and Journal: <ul style="list-style-type: none"> How case historical data differs from that reported on the SAR 7, Attempts to contact the customer, and inability to reach him/her, and All actions taken.
Net amount reported on the SAR 7,	No other income verification has been provided for the SAR Report Month,	<p>Incomplete:</p> <ul style="list-style-type: none"> Send a NA 960 Y SAR NOA, Follow the steps in Processing an Incomplete SAR 7, this section, and Journal: <ul style="list-style-type: none"> The lack of gross pay verification, and All actions taken.

Processing an Incomplete SAR 7

- Introduction** This section contains the actions to take when an:
- Incomplete SAR 7 Eligibility Status Report (SAR 7) is received, and
 - Additional SAR 7(s) is received

- Reference** The following reference is applicable to the information under this topic:
- All County Letter (ACL) 12-25
 - ACL 13-17
 - All County Information Notices (ACIN) 01-14
 - Manual of Policies and Procedures (MPP) 63-508.4
 - MPP 63-508.622

Incomplete SAR 7 received by 10-day notice Follow the steps below when an incomplete SAR 7 is received by the 10-day notice deadline:

Step	Action
1	Complete the NA 960 Y SAR – Stop Aid; Report Incomplete to notify the customer: <ul style="list-style-type: none">• The SAR 7 was received incomplete• What to do to comply with reporting requirements• The consequences for non-compliance
2	Print the previously generated SAR 7 from C-IV and indicate the following : <ul style="list-style-type: none">• The incorrect or incomplete question(s) circled in red ink, and• The signature block circled in red ink. See the instructions regarding the signature block earlier in this chapter.
3	Mail the SAR 7 from Step 2 with the NA 960 Y SAR and a postage-paid return envelope.

Incomplete SAR 7 received after 10-day notice Follow the information in the table below when an incomplete SAR 7 is received after the 10-day notice deadline:

If there is...	Then...
Sufficient time for the customer to provide a complete SAR 7 by the extended filing date,	<ul style="list-style-type: none">• The previous NA 960X SAR Notice of Action (NOA) still applies.• Send another SAR 7 (see Step 2 in the Incomplete SAR 7 received by 10-day notice block) with a SAR 90 – Reminder Letter and a return envelope advising the customer:<ul style="list-style-type: none">– The SAR 7 is incomplete, and– If a complete SAR 7 is not provided by the first workday of the SAR Payment Period, the case will be discontinued. <p>Note: The SAR 90 does not require a NA Back 9 – Your Hearing Rights. The SAR 90 is a reminder letter, not a NOA.</p>
Not sufficient time for the customer to provide a complete SAR 7 by the extended filing date,	The NA 960X SAR NOA still applies.

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Processing an Incomplete SAR 7, Continued

Additional SAR 7(s) If an additional SAR 7(s) is received, the Eligibility Worker (EW) must determine if the combination of the original SAR 7 and any additional SAR 7s meets the requirement for a “complete SAR 7”.

Processing additional SAR 7(s) Follow the steps below when an additional SAR 7(s) is received:

Step	Action															
1	Review the original and additional SAR 7(s) to determine if, when combined, a complete SAR 7 is received.															
2	Write on the bottom of the front side of the: <ul style="list-style-type: none">Original SAR 7: “1 of ___” (enter the total number of SAR 7s which made for a complete SAR 7).Additional SAR 7(s): “2 of ___”, etc.															
3	Determine eligibility based on the customer’s response, and: <table><tr><th>If additional SAR 7(s) is received...</th><th>And the SAR 7 is ...</th><th>Then...</th></tr><tr><td>By the 10-day notice deadline,</td><td>Complete,</td><td>Process the SAR 7.</td></tr><tr><td><ul style="list-style-type: none">After the 11th of the month, butBefore the extended filing date,</td><td>Complete,</td><td>Process the late SAR 7.</td></tr><tr><td><ul style="list-style-type: none">After timely notice deadline, andThere is sufficient time for the customer to provide a complete SAR 7 by the first day of the Semi-Annual Reporting (SAR) Payment Period,</td><td>Still incomplete,</td><td>Send another SAR 7 (See Step 2 in the Incomplete SAR 7 received by 10-day notice block) with a SAR 90 – Reminder Letter and return envelope advising the customer:<ul style="list-style-type: none">The SAR 7 is still incomplete, andIf a complete SAR 7 is provided by extended filing date, the case will not be discontinued. Note: The SAR 90 does not require a NA Back 9 – Your Hearing Rights. The SAR 90 is a reminder letter, not a NOA.</td></tr><tr><td><ul style="list-style-type: none">After 10-day notice deadline, andThere is not sufficient time for the customer to provide a complete SAR 7 by the first day of the SAR Payment Period,</td><td>Still incomplete,</td><td>The discontinuance action proposed on the NA 960Y SAR still applies.</td></tr></table>	If additional SAR 7(s) is received...	And the SAR 7 is ...	Then...	By the 10-day notice deadline,	Complete,	Process the SAR 7.	<ul style="list-style-type: none">After the 11th of the month, butBefore the extended filing date,	Complete,	Process the late SAR 7.	<ul style="list-style-type: none">After timely notice deadline, andThere is sufficient time for the customer to provide a complete SAR 7 by the first day of the Semi-Annual Reporting (SAR) Payment Period,	Still incomplete,	Send another SAR 7 (See Step 2 in the Incomplete SAR 7 received by 10-day notice block) with a SAR 90 – Reminder Letter and return envelope advising the customer: <ul style="list-style-type: none">The SAR 7 is still incomplete, and If a complete SAR 7 is provided by extended filing date, the case will not be discontinued. Note: The SAR 90 does not require a NA Back 9 – Your Hearing Rights. The SAR 90 is a reminder letter, not a NOA.	<ul style="list-style-type: none">After 10-day notice deadline, andThere is not sufficient time for the customer to provide a complete SAR 7 by the first day of the SAR Payment Period,	Still incomplete,	The discontinuance action proposed on the NA 960Y SAR still applies.
If additional SAR 7(s) is received...	And the SAR 7 is ...	Then...														
By the 10-day notice deadline,	Complete,	Process the SAR 7.														
<ul style="list-style-type: none">After the 11th of the month, butBefore the extended filing date,	Complete,	Process the late SAR 7.														
<ul style="list-style-type: none">After timely notice deadline, andThere is sufficient time for the customer to provide a complete SAR 7 by the first day of the Semi-Annual Reporting (SAR) Payment Period,	Still incomplete,	Send another SAR 7 (See Step 2 in the Incomplete SAR 7 received by 10-day notice block) with a SAR 90 – Reminder Letter and return envelope advising the customer: <ul style="list-style-type: none">The SAR 7 is still incomplete, and If a complete SAR 7 is provided by extended filing date, the case will not be discontinued. Note: The SAR 90 does not require a NA Back 9 – Your Hearing Rights. The SAR 90 is a reminder letter, not a NOA.														
<ul style="list-style-type: none">After 10-day notice deadline, andThere is not sufficient time for the customer to provide a complete SAR 7 by the first day of the SAR Payment Period,	Still incomplete,	The discontinuance action proposed on the NA 960Y SAR still applies.														
4	Complete a Journal entry for the actions taken.															

Late SAR 7

Introduction This section includes the actions to take when a complete SAR 7 Eligibility Status Report (SAR 7) is not received by the 11th day of the Semi-Annual Reporting (SAR) Submit Month or the extended filing day.

Reference The following references are applicable to the information under this topic:

- All County Letter (ACL) 12-25
 - ACL 13-80
 - Manual of Policies and Procedures (MPP) 63-508.5
-

Processing a complete SAR 7 after 10-Day NOA The Eligibility Worker (EW) will follow the instructions listed below when a complete SAR 7 is processed after 10-Day Notice of Action (NOA) cut-off date:

- Operations and Reference Handbook (ORHB), Caseload Management, Chapter B, "Processing/working a complete SAR 7 after 10 Day NOA", and
 - C-IV User Guide, "SAR 7 Processing after 10 day NOA."
-

Customer has not submitted a SAR 7 Follow the chart below when a customer has not submitted a SAR 7:

When the SAR 7 is not received by the...	Then...
End of the 11 th day of the SAR Submit Month (or the work day immediately following the 11 th day if that day is a weekend or holiday),	On the first working day after the 11 th , C-IV will send the NA 960 X SAR - Stop Aid; Report Not Received notifying the customer of the pending discontinuance caused by failure to comply with the SAR 7 reporting requirement
End of the first work day of the SAR Payment Period (the extended filing date)	<ul style="list-style-type: none">• Discontinue the case program(s) on the second workday of the SAR Payment Period.• The discontinuance effective date is the first day of the SAR Payment Period.

Examples of a Complete SAR 7

Introduction	This section contains specific examples for determining the completeness of a SAR 7 Eligibility Status Report (SAR 7).
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Reference	The following reference is applicable to the information under this topic:
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- All County Letter (ACL) 12-25
 - ACL 13-80
 - Manual of Policies and Procedures (MPP) 63-508.622
 - MPP 63-508.4
-

Example 1 – Complete SAR 7

Situation: March SAR 7 received April 10th for the May through October payment period. No earnings previously reported for this case and no changes reported in Question 10 of the March SAR 7. The head of household reports new employment as of April 1st in Question 9, but no other information is provided.

The Eligibility Worker (EW) contacts the customer inquiring about the new income and discovers the customer knows rate of pay, frequency, and number of hours. He/she also expects this income to continue through the upcoming payment period.

Action – This SAR 7 is considered complete. The case will not be discontinued, as clarification has been received from the customer and has been documented in the case record.

- Income is considered stable and is used in the remainder of the certification period.
 - Journal entry is made with the information obtained from the customer.
-

Example 2 – Complete SAR 7

Situation: March SAR 7 received April 10th for the May through October payment period. No earnings were previously reported for this case and no changes are reported in Question 10 of the March SAR 7. The Head of Household reports new employment as of April 1st in Question 9, but no other information is provided.

The EW contacts the customer to inquire about the new income and discovers the customer is no longer employed.

Action – This SAR 7 is considered complete. The case is not to be discontinued, as clarification has been received from the customer and has been documented in the case record. The new/terminated income is not used. The EW must:

- **Not** use the income in the upcoming SAR Payment Period as it is **not** considered stable, and **not** expected to continue, and
 - **Journal** all information obtained and actions taken.
-

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Examples of a Complete SAR 7, Continued

Example 3 – Complete SAR 7

Situation: March SAR 7 received April 10th for the May through October payment period. No earnings were previously reported and no changes are reported in Question 10 of the March SAR 7. The Head of household reports new employment effective April 1st in Question 9, but no other information is provided.

The EW contacts the customer and discovers the customer is still in training and is unable to estimate the weekly hours that he/she will be working.

Action – The SAR 7 is considered complete and the case is not to be discontinued as clarification has been obtained from the customer. The EW must:

- **Not** use the income in the upcoming SAR Payment Period, as the employment is new and the customer is unable to estimate weekly hours of employment, and
 - Journal all information obtained, actions taken, findings, and any documentation imaged in the case.
-

Example 4 – Complete SAR 7

Situation: March SAR 7 received April 10th. New earnings are reported for the SAR Report Month of March for the Head of Household. Customer reports having received the first paycheck on February 23rd. Per the March SAR 7, the customer is paid \$9.50 per hour and works 20 hours per week with a pay frequency of weekly. The customer only attached the February 23rd pay stub and one pay stub for the SAR Report Month.

Action – The SAR 7 is considered complete and the case is not to be discontinued even though there is one pay stub for the SAR Report Month provided; the income is stable and can be reasonably anticipated to continue. The EW must:

- Use the gross income from pay stub and multiply by 4.33 to find the monthly average to use in the next SAR Payment Period, and
 - Journal how earnings were determined and used for the upcoming Payment Period.
-

Examples of an Incomplete SAR 7

Introduction

This section contains information and specific examples to determine if a SAR 7 Eligibility Status Report (SAR 7) is considered incomplete.

Reference

The following reference is applicable to the information under this topic:

- All County Letter (ACL)12-25
 - ACL 13-80
 - C-IV User Guide
 - Manual of Policies and Procedures (MPP) 63-508.622
 - MPP 63-508.4
-

Example 1 – Incomplete SAR 7

Situation: March SAR 7 received April 10th. New earnings are reported for the SAR Report Month of March for the Head of Household. One pay stub for March is attached to the SAR 7.

The Eligibility Worker (EW) contacts the customer to clarify income and to ask why pay stubs were not provided. The customer states the pay stubs were lost. The EW inquires about the stability of the income and finds that the income is expected to continue, but the hours always fluctuate.

Action – The SAR 7 is incomplete. The income is unclear or questionable and the EW cannot reasonably anticipated earnings without the verification. The EW must:

- Send the NA 960Y SAR for incomplete SAR 7,
 - Provide a release of information to the customer in order to assist with obtaining the required verification,
 - Discontinue the case if verifications are not received, and
 - Journal contact and findings in case record.
-

Continued on next page

Examples of an Incomplete SAR 7, Continued

Example 2 – Incomplete SAR 7

Situation: March SAR 7 received April 10th for the May through October payment period.

No earnings were previously reported and no changes are reported in Question 10 of the March SAR 7. The Head of Household reports new employment effective April 1st in Question 9, but no other information is provided.

The EW attempts to contact the customer, but the customer does not have a telephone number listed in the case record.

Action – Because the EW was not able to contact the customer, this SAR 7 is considered incomplete, as there is not sufficient information to determine eligibility and/or benefit level for the upcoming payment period. The EW must:

- Send a NA 960Y SAR for incomplete SAR 7,
 - Journal the reported change in Question 9, and the attempt to contact the customer for clarification, and
 - Discontinue the case if clarification and/or verifications are not received.
-

Discontinuance for a Missing or Incomplete SAR 7

Introduction This section includes information about discontinuance actions taken when a SAR 7 Eligibility Status Report (SAR 7) is missing or is received incomplete.

Reference The following reference is applicable to the information under this topic:

- All County Letter (ACL) 12-25
 - ACL 13-80
 - Manual of Policies and Procedures (MPP) 63-508
 - MPP 63-509
-

Required Forms The following Notices of Action (NOAs) are required when processing a discontinuance action for no SAR 7

- NA 960 Y SAR – Stop Aid; Report Incomplete – Used if a SAR 7 is received but is incomplete.
 - NA 960 X SAR – Stop Aid; Report Not Received – Used to inform a customer that a SAR 7 was incomplete and/or not received.
-

Discontinuance procedure The procedure for discontinuance for no SAR 7 is outlined in the chart below:

Step	Action
1	Verify the correct combination of notices has been sent to the customer.
2	Ensure the SAR 7 has a Status of Sent or Incomplete on the Customer Reporting List page in C-IV. Note: C-IV will complete a discontinuance batch run on extended filing date to discontinue the case.
3	Journal discontinuance reason.

Good Cause

Introduction A customer may request a good cause determination for failure to meet the Semi-Annual Reporting (SAR) requirements. This section provides information regarding good cause.

Reference The following references are applicable to the information under this topic:

- All County Letter (ACL) 12-25
- ACL 13-80
- Manual of Policies and Procedure (MPP) 63-508.64

Request for good cause determination A request for a good cause determination is any clear expression to the County, whether verbal or written, that the customer wants an opportunity to present his/her explanation for not meeting the SAR reporting requirements. A request for a State Hearing may also be considered a request for a good cause determination when the issue to be heard specifically relates to SAR requirements.

Any responsible household member can request a good cause determination, but if someone other than a Head of Household, or authorized representative makes the request (unless based on a request for restoration), a good cause exemption **will not** be granted.

Good cause Good cause exists when the customer cannot reasonably be expected to fulfill his/her reporting responsibilities due to factors outside his/her control. The burden of proof rests with the customer.

Good cause exists only in the following situations:

- The customer is suffering from a mental or physical condition, which prevents timely and complete reporting.
- The customer's failure to submit a timely and complete report is directly attributable to County error.
- The County finds other extenuating circumstances.
- The customer does not possess reading and/or writing skills required to understand and complete the SAR 7 Eligibility Status Report (SAR 7), and assistance to complete the SAR 7 was not made available to the customer.
- The SAR 7 was not made available to the customer.

Note: When cases have been discontinued for an incomplete SAR 7 or non-submission of a SAR 7 and the customer submits a completed SAR 7 within the first five business days of the month following discontinuance, the customer will automatically be granted good cause.

Continued on next page

Good Cause, Continued

**Actions to take
when a
good cause
determination
is made**

When a customer who has been discontinued for failure to submit a complete SAR 7 requests restoration or good cause determination the month following the discontinuance, the Eligibility Worker (EW) will determine if the customer had good cause for failure to submit a complete SAR 7. Once the good cause determination has been completed, use the table below to determine the correct action(s) to take:

If the customer...	Then the EW will...
Had good cause for failure to submit a complete SAR 7,	Take the following actions within two business days: <ul style="list-style-type: none">• Rescind the discontinuance,• Redetermine eligibility, and• Calculate benefits based on the information contained in the SAR 7.
Did not have good cause,	Restore the case using the "Restoration of Eligibility and Benefits" process (See Chapter 1- Application of this handbook for more information).

Mandatory Mid-period Reports

Introduction This section contains an overview of the items Semi-Annual Reporting (SAR) customers **must** report mid-period. The following pages contain additional information regarding these Mandatory Mid-period reports.

Reference The following reference is applicable to the information under this topic:

- ACL 12-25
-

Mandatory Mid-period reports Customers who are subject to SAR are required to report Mandatory Mid-period changes to the County within 10 calendar days of the date the change becomes known to the customer. Customers may report the mandatory mid-period change in writing or verbally either in person or by telephone.

When a customer reports a mid-period change, the Eligibility Worker (EW) **must** document in the case journal:

- The substance of the report, and
- The date of the report.

Mid-period changes, which must be reported for CalWORKs, must not always be reported for CalFresh. But, if a customer with active CalWORKs/CalFresh reports a change required to be reported for CalWORKs, the EW **must** also review the change for CalFresh.

Mandatory mid-period reports are as follows:

- Anytime the household's income renders the household ineligible to CalFresh due to being over 130% of the Federal Poverty Level (FPL) or Level 3 of the Income Reporting Threshold.
- Non Assistance (NA) CalFresh cases only: Able-bodied Adult without Dependent (ABAWD) customers meeting the ABAWD requirement through employment must report any reduction in the number of hours worked to less than 20 hours per week or averaged 80 hours per month.

Note: Beginning April 1, 2009, the American Recovery and Reinvestment Act (ARRA) of 2009 suspended the ABAWD work requirement. Currently, ABAWDs are not required to report work hours.

Continued on next page

Mandatory Mid-period Reports, continued

Changes requiring EW action

In general, SAR benefits are frozen for the certification period. However, there are exceptions that require the EW to take action and increase or decrease a household's benefit amount. The EW must act on changes that:

- Are required to be reported on the SAR 7 Eligibility Status Report (SAR 7),
- Are considered Verified Upon Receipt (VUR) and result in a mid-period change in benefits,
- Result in a mid-period increase in CalFresh benefits due to a change in household composition, a decrease in income that is verified or a shelter cost change resulting from an address change reported mid-period,
- Result in a decrease/discontinuance based on mandatory mid-period reports,
- Result in a decrease/discontinuance based on county-initiated actions
- The household requests discontinuance, or
- Have been made in the CalWORKs case as a result of a change report.

For all other changes:

- Complete a Journal entry including the reason for the change and why action was not complete, and
- Act at the receipt of the SAR 7 or the next recertification, whichever is earlier.

Note: When an address change is reported, the EW must inquire about the related shelter/utility cost and contributor changes as these changes are VUR.

Mandatory Mid-period Reports - Reduction in ABAWD Work Hours

Introduction	This section includes the mandatory reporting requirements for Able Bodied Adults Without Dependents (ABAWDs) participants.
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Reference	The following reference is applicable to the information under this topic: <ul style="list-style-type: none">• Manual of Policies and Procedures (MPP) 63-509(b)
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ABAWD waiver	Beginning April 1, 2009, the American Recovery and Reinvestment Act (ARRA) of 2009 suspended the ABAWD work requirement. Until further notice, ABAWDs are not required to report work hours.
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Income Reporting Threshold (IRT)

Introduction	This section includes the definition, reporting requirements, and informing requirements for the Income Reporting Threshold (IRT). Additional information regarding the IRT is included in the Budgeting Chapter of this handbook.
Reference	<p>The following references are applicable to the information under this topic:</p> <ul style="list-style-type: none">• All County Information Notice (ACIN) 1-58-13• ACIN 1-58-13E• All County Letter (ACL) 12-25• ACL12-25E
Definition/ Level of income	The Income Reporting Threshold (IRT) is an income threshold that informs the household when they are mandated to make a mid-period report of an increase in income. The level of income of the Semi-Annual Reporting (SAR) IRT is lower than under Quarterly Reporting (QR), therefore depending on how much income is reported, a report of income over the IRT could result either in a <u>decrease</u> in aid or discontinuance.
IRT tiers	<p>There are three levels of the CalWORKs IRT, the lowest of which will be the family's current IRT:</p> <p><u>Level 1:</u> An <u>increase</u> in income of 55 percent of the Federal Poverty Level (FPL) for a family of three. Though the amount of the increase is a fixed number based on the current FPL for a family of three, this level of the IRT is an increase in family income by that amount, requiring that the current income be added to the figure representing 55 percent of the FPL. This means that this IRT level will be different for each family/household depending on their current income. The only families/households that will have 55 percent of the FPL as their current IRT are households with no current income. For all other families, when completing the budget add the 55 percent of the FPL figure to the amount of income last used to calculate the family's benefits to determine the IRT level.</p> <p><u>Level 2:</u> The amount that is likely to make a family ineligible for CalWORKs. This level is a set amount for each family size based on the MAP levels and earned income disregards. This level is based on the earned income limits for each family size, regardless of whether or not the individual family has a combination of earned and unearned income. This figure is determined by multiplying the MAP amount by two and adding \$225.</p> <p><u>Level 3:</u> The CalFresh IRT is the amount likely to make the household ineligible for CalFresh (130 percent of the FPL). This level will be the IRT for a CalWORKs case only when the family reports income over level two of the IRT, but remains eligible for aid.</p>

Income Reporting Threshold (IRT), Continued

Required CalFresh action on a combined CalWORKs case

Although the only IRT for CalFresh is Level 3 – over 130 percent of the Federal Poverty Level (FPL), for Public Assistance CalFresh (PACF) households, Eligibility Workers (EWs) are required to act on changes resulting from any reported IRT changes affecting the CalWORKs case, whether the result is an increase, decrease or discontinuance of benefits mid-period. When a CalWORKs case that has a combined CalFresh case is discontinued for exceeding IRT, the CalFresh case is transferred to Transitional CalFresh. This rule applies even if the action to discontinue the CalWORKs occurs mid-period. (See the Transitional CalFresh Chapter in this handbook for more information.)

Voluntary mid-period report less than the IRT

The following actions must be taken in the event of a voluntary mid-period report of either new income or a change in income that is less than the household's IRT:

If there will be a(n)...	And the information reported is...	Then ...
Increase in benefits,	VUR,	Take action to increase benefits effective the first of the following month.
	Not VUR,	Send the household a Request for Verification (CW 2200) requesting verification be submitted within 10 days.
Decrease in benefits,	VUR,	<ul style="list-style-type: none"> CalFresh: Take action to decrease benefits effective the first of the following month for which 10-day Notice of Action (NOA) can be provided to the household. CalWORKs: Hold over the action until the next SAR 7 or Re-Evaluation (RE).
	Not VUR,	<ul style="list-style-type: none"> Mail the household a CalFresh Mid Period No Change (NA CF NCH) form. Document the reported change in the case Journal. Set a Task to address the reported change at the next SAR 7/Recertification (RC).

Unanticipated one-time increases in income

Households reporting an unanticipated one-time increase in income that is not expected to continue are not required to report additional one-time increases in income in the same SAR period.

Example:

A customer reports on her SAR 7 that she received four weekly checks in the following amounts: \$200, \$450, \$190, and \$225. She explains that she received extra hours in the second week because a co-worker was sick, but the other three weekly checks are typical and she expects this income to continue. The EW will disregard the \$450 check and convert the remaining three weekly checks into a monthly amount. The reason for disregarding the \$450 check must be documented in the case Journal.

Change Reporting households

Change Reporting (CR) households are not required to report when they have income that exceeds the IRT, however, they are required to report when:

- Earned income changes by more than \$100,
- Unearned income changes by more than \$50, or
- There is a change in the source of the income.

Verified Upon Receipt

Introduction	<p>This section contains information about Verified Upon Receipt (VUR).</p>
Reference	<p>The follow references are applicable to the information under this topic:</p> <ul style="list-style-type: none">• All County Information Notice (ACIN) I-53-13• ACIN I-58-13• ACIN I-58-13E• All County Letter (ACL) 12-25• ACL 13-17
Definition	<p>Verified Upon Receipt (VUR) means that information provided about a CalFresh household is <u>not</u> questionable (with the exception of an add person to the household), the provider is the primary source of the information and no further information is needed to take action. A VUR-related action can include an increase, decrease, or discontinuance of CalFresh benefits. Information that is considered VUR must be acted upon when received, even when received mid-period.</p> <p>VUR applies only to the CalFresh program. It does not apply to CalWORKs; however, it does apply to the CalFresh program within a Public Assistance CalFresh (PACF) case. No action is to be taken on CalWORKs benefits. Reports to other programs must be assessed for VUR and appropriate action must be taken for CalFresh.</p>
Examples of VUR	<p>Examples of information from a primary source that is considered VUR include:</p> <ul style="list-style-type: none">• Paystubs verifying income• Medi-Cal Eligibility Data System (MEDS) verification from the Social Security Administration (SSA)• Systematic Alien Verification for Entitlements (SAVE) from the United States Citizenship and Immigration Services (USCIS)• Unemployment Insurance Benefits (UIB)• Payment Verification System (PVS) reports verifying:<ul style="list-style-type: none">– Unemployment Insurance Benefits (UIB)– State Disability Insurance (SDI)– Worker's compensation from the state agency• Customer's statement of self-employed income• Customer's statement of household composition changes• Customer's mid-period report of shelter cost change• Approval of a CalWORKs grant• Information listed on the Income and Eligibility Verification System (IEVS) except for the following:<ul style="list-style-type: none">– Quarterly wage match data– New hire run– Unearned income match for the Internal Revenue Service (IRS)– Wage data from the SSA

Verified Upon Receipt, Continued

Examples of VUR (continued)

Examples of internal agency information that is considered VUR include:

- State agency determination of an Intentional Program Violation (IPV)
- Actions taken by other programs within the county that affect CalFresh expenses
- Information from a state, county or local agency that a customer failed to comply with work requirements

Not considered VUR

Information not considered VUR includes (but is not limited to):

- Quarterly wage match data
- New hire run
- Unearned income match for the IRS
- Wage data from the SSA

Changes that cannot be verified by the customer's statement alone are:

- Income, unless over the IRT,
- Medical costs for a deduction, and
- Legal obligations to pay child support and the amount paid.

Information reported to other TAD programs

Information reported to other programs that are administered by the Transitional Assistance Department (TAD) must be assessed for VUR and appropriate action taken for CalFresh. This includes information reported to:

- CalWORKs,
- Medi-Cal,
- Welfare-to-Work (WTW), or
- Foster Care (FC).

Information received is VUR

Information that is considered VUR requires that immediate action be taken on the CalFresh case. The Eligibility Worker (EW) will take the following actions when information received is considered VUR:

Step	Action		
1	Determine if the reported change will increase or decrease CalFresh benefits, and:		
	If the change will result in a(n)...	And the report is...	Then action must be taken to change CalFresh benefits effective the...
	Increase in CalFresh benefits,	A change in household composition,	First of the following month.
		Any other change,	Month of report or month of change, whichever is later.
Decrease in CalFresh benefits,	Any type of change,	First of the following month for which 10-day notice can be provided to the household.	
2	Mail the appropriate C-IV-generated Notice of Action (NOA) to the household.		
3	Journal all actions taken.		

Verified Upon Receipt, Continued

Information received is not VUR

When a household reports a change (other than an additional person or changes relating to an additional person) and does not provide necessary verification at the time of the report (e.g., the customer reports an income change by phone), the report is not considered VUR. The EW will take the following actions when a reported change is not VUR:

Step	Action	
1	Determine if the reported change will effect CalFresh benefits, and:	
	If the change results in a(n)...	Then...
	Increase in benefits,	<ul style="list-style-type: none">• Send a Request for Verification (CW 2200) form, requesting verification of the reported change within 10 days.• Set a Task on the 10th day or on the business day following the 10th day to check the status of the verification.
2	Decrease in benefits,	<ul style="list-style-type: none">• Send the household a CalFresh Mid Period No Change (NA CF NCH) NOA.• Set a Task to address the reported change at the next SAR 7 Eligibility Status Report (SAR 7) /Recertification (RC).
	Journal all actions taken.	

Requested information received – VUR

If requested verification is received within 10 days and the information is VUR, the EW must take action to increase/decrease/discontinue CalFresh benefits. See the “Information received is VUR” block in this section for more information.

Requested information received – Not VUR

If requested verification is received within 10 days but the reported information (both the original report and the submitted verification combined) is still not VUR, the EW will attempt to contact the customer by phone to clarify what verification is needed. The EW will then send another CW 2200 to the customer clarifying the verification needed and requesting it be submitted within 10 days. A new Task must be set on the business day following the 10th day to check the status of the verification.

Add person report

The report of an additional person in the CalFresh household is considered an application for that person. See the “Add Person Application” section in Chapter 1 – Application for more information and specific instructions about add persons.

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Verified Upon Receipt, Continued

Mandatory report for CalWORKs

A mandatory mid-period report for the CalWORKs program that requires a change in CalWORKs benefits requires action to be taken on the CalFresh program as well.

If the mandatory mid-period report for CalWORKs does not result in action being taken on the CalWORKs program, yet the information reported is considered VUR, then action must be taken on the CalFresh program. If the information is not considered VUR, then no action is required.

Examples of VUR

The following are examples of VUR:

- Christine's CalFresh certification period is 6/15 through 5/16. On 8/7/15, Christine reports she has become employed and is making \$300 every other week. She does not submit any verification of her new employment. The EW determines this is not VUR and, since the income would result in a decrease in CalFresh benefits, sends the household a NA CF NCH form.
 - Brandon and his child are receiving CalFresh and CalWORKs benefits. His certification period is 5/15 through 4/16. On 7/22/15, Brandon reports his income from employment has exceeded Level 1 of his Income Reporting Threshold (IRT). The EW determines this is a mandatory report for CalWORKs which will result in a change being taken in that program. Therefore, the EW will also take action to decrease CalFresh benefits. The change is made effective 9/15, the next month for which 10-day notice can be provided.
 - Patrice's CalFresh certification period is 6/15 through 5/16. On 7/24/15, Patrice reports that her income has decreased but she does not provide verification. The EW determines this report is not VUR and, since the effect of a decrease in income would result in increased CalFresh benefits, sends Patrice a CW 2200 asking for verification by 8/3/15. On 8/4/15, the EW reviews the case and finds Patrice has not submitted the requested verification. Since the report is still not VUR, the EW mails Patrice a NA CF NCH form.
 - Lindsay receives CalFresh and Medi-Cal for herself and her child. On 8/1/15, Lindsay reports that the father of her child has moved into the home and she requests he be added to her Medi-Cal case. The EW determines the report is VUR for CalFresh and requests information regarding the new household member.
-

Voluntary Mid-period Reports - Changes in Income

Introduction	<p>This section includes an overview of the verification requirements, required actions, and effective date of change for Voluntary Mid-period reported changes.</p> <p>This section does not apply to voluntary reported income changes when:</p> <ul style="list-style-type: none">• Income exceeds the Income Reporting Threshold (IRT) (mandatory report for CalWORKs), or• Income is over the Maximum Gross Monthly Income for Non Assistance (NA) CalFresh households. <p>See “Mandatory Mid-period Reports CalWORKs (Public Assistance (PA) - Income Reporting Threshold (IRT)” section in this chapter for policy on mid-period income changes for IRT</p>
Reference	<p>The following references are applicable to the information under this topic:</p> <ul style="list-style-type: none">• Manual of Policies and Procedures (MPP) 63-509(d)• MPP 63-509(e)
Verification requirements	<p>When a customer voluntarily reports a decrease in income and the reported information is not Verified Upon Receipt (VUR), the Eligibility Worker (EW) must request verification immediately by sending a Request for Verification (CW 2200) form to the household. If the customer is unable to provide verification, the EW must assist the customer in obtaining such verification. Action to issue a mid-period supplemental payment based on the reported decrease in income cannot be taken until verification is provided.</p> <p>When a customer voluntarily reports an increase in income that is not over the IRT, no verification is required and no action is taken to adjust CalFresh benefits (unless action is taken on the associated CalWORKs case), however, a CalFresh Mid Period No Change (NA CF NCH) NOA must be sent. When a customer reports an increase in income that together with other household income is over the IRT, the EW must act on changes to reduce or discontinue benefits as soon as 10 day notice can be given. This can take place at any point during the certification period. <i>No verification is required when income exceeding the IRT is reported.</i></p>
Mid-period change in income reported on SAR 7	<p>A voluntary mid-period change in income (increase or decrease) can be reported for the Submit Month on the SAR 7 Eligibility Status Report (SAR 7). When this occurs, the EW must immediately request the customer provide verification of the decreased or discontinued income in order for a supplement to be issued for the SAR Submit Month. Verification of the decreased or discontinued income is not needed to determine benefits for the next SAR Payment period. The customer’s report of the information and his/her signature on the SAR 7 or certification application is all the verification necessary unless information reported is questionable.</p>

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Voluntary Mid-period Reports - Changes in Income, Continued

Mid-period change in income reported on SAR 7 (continued)

If the household submits a SAR 7 indicating a decrease in income in the SAR Submit Month without providing verification of the mid period decrease, this information will be used to reasonably anticipate income for the upcoming payment period, unless questionable.

Example: Household submits a May SAR 7 in June. They report a decrease in hours effective June 1st and ongoing. Household does not provide verification of decrease in hours when requested by the EW. While the June benefits are not recalculated using the decreased hours, the decreased hours will be used to determine reasonably anticipated income for the upcoming SAR Certification period, unless questionable.

Required action for changes in income

The EW must immediately request verification when the household reports a decrease or discontinuance of income by sending the household a CW 2200. A Task must be set for the business day following the 10th day to check the status of the requested verification. Once verification is provided, the EW must take action to increase benefits. If the household does not provide verification of decreased or discontinued income, the EW must send a CalFresh Mid Period No Change (NA CF NCH) Notice of Action (NOA) to the household and Journal the reported change in income. The EW must also set a Task to address the reported income change at the next SAR 7/Recertification (RC).

If the household reports new income or an increase in existing income and the report is not VUR, the EW will send a NA CF NCH form to the household. If the report is VUR, the EW must take action to decrease benefits accordingly.

Effective date of change

When a household reports a mid-period change in income, the effective date of change for increase or decrease in benefits is as follows:

- **Increase in benefits:** The month in which the change occurred or the first of the month the change is reported, whichever is later.
 - **Example:** A customer in a 4/16 through 3/17 certification period loses her job 4/15/16. The customer calls the EW on 5/5/16 and provides verification of her job loss on 5/10/16. The EW determines the decrease in income is VUR and results in an increase in benefits. The effective date of the change is 5/1/16, the first day of the month the change was reported.
 - **Decrease in benefits:** The first of the month for which a 10-day Notice of Action (NOA) can be provided to the household.
 - **Example:** A customer in a 5/16 through 4/17 certification period voluntarily provides verification of new income on 5/23/16. The EW determines the verification is VUR and acts to decrease benefits effective 7/16 (since 10-day notice cannot be given for the June benefit month).
-

Voluntary Mid-period Reports - Changes in Household Members

Introduction	<p>This section includes an overview of the verification requirements, required actions, and effective date of change for voluntary mid-period reported changes in household composition.</p>
Reference	<p>The following reference is applicable to the information under this topic:</p> <ul style="list-style-type: none">• All County Letter (ACL) 12-25• ACL 13-17
Changes in household members	<p>Changes in household include voluntary reports of:</p> <ul style="list-style-type: none">• New household members, and• Household members leaving the home. <p>A voluntary report of household composition change (and any accompanying shelter cost change) by the Head of Household or responsible adult household member of a CalFresh case is considered Verified Upon Receipt (VUR) and must be acted on. No action is required for reports of household composition change by another source (neighbor, friend, etc.) as such reports are not considered VUR; however, the Eligibility Worker (EW) must Journal the report made by the other source.</p> <p><u>Example 1:</u> A customer calls the EW on 6/25/16 and reports the addition of a household member, and that this household member has no income. The EW determines this report is VUR and requires case action. The EW adds the new household member, updates the household size and increases benefits effective 7/1/16.</p> <p><u>Example 2:</u> The EW receives a phone call from a person claiming to be a customer's neighbor. The caller says the customer's child is no longer in the home. No action is taken because the information was not reported by the Head of Household or a responsible adult household member and is not VUR. The EW makes a Journal entry regarding the reported change and sets a Task to address the reported change at the next SAR 7 Eligibility Status Report (SAR 7)/Recertification (RC).</p>
Verification requirements	<p>The report of an additional person in the household is considered an application for that person. The reported new member cannot be added to the household until all verification is provided. See the "Add Persons Application" section in Chapter 1 – Application for more information.</p> <p><u>Note:</u> No verification is required when the household reports a member leaving the home.</p>

Continued on next page

Voluntary Mid-period Reports - Changes in Household Members, Continued

Required actions

Once verification is provided, the EW must determine the result of the reported change in household. The Eligibility Worker (EW) must act on household composition changes (and any voluntary mid-period reports of shelter cost changes) considered VUR to increase, decrease or discontinue benefits at any point during the certification period.

Effective date of change

When the household reports a mid-period change in household composition that will increase CalFresh benefits, the effective date of change is the first of the month following the date the change is reported (not when the change actually occurred).

The effective date of a change that results in a decrease of CalFresh benefits is the first of the month for which 10-day Notice of Action (NOA) can be provided to the household. An Overissuance (OI) is not completed as long as the EW takes action within 10 days of the report.

Voluntary Mid-period Reports - CalFresh Deduction Change

Introduction This section contains an overview of voluntary mid-period reported changes in medical, dependent care, child support, shelter, and utility expenses.

Expenses are used in the CalFresh Eligibility Determination Benefit Calculation (EDBC)/budgeting as a deduction from the household's income to determine the household's benefit allotment.

Reference The following reference is applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-509(d)
-

CalFresh deduction change The CalFresh household may voluntarily report any change in medical, dependent care, and/or child support expenses mid-period, the new deduction must be determined for the current and remaining months in the SAR period.

A supplement will be issued for the month in which the increased expense was reported once verification has been submitted and benefits increased for the remaining months of the period. If verification is required and not submitted with the voluntary report, the EW will send a Request for Verification (CW 2200) form to the household. A Task must be set on the business day following the 10th day to check the status of the verification.

Increase in medical, dependent care, and/or child support expense If a household voluntarily reports an increase in medical, dependent care, and/or child support expenses mid-period, *once the expense is verified*, the new expense must be averaged over the current and remaining months of the certification period. A supplement must be issued for the month the increased expense was reported, and benefits must be increased for the remaining months of the certification period, if applicable.

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Voluntary Mid-period Reports - CalFresh Deduction Change, Continued

Shelter costs

Shelter costs are determined at application and Recertification (RC) and will remain at the same fixed amount throughout the certification period unless the customer reports a change. Reported changes in shelter cost are considered Verified Upon Receipt (VUR) and must be acted on when received; benefits may either be increased or decreased at any time during the certification period, as appropriate.

The new shelter deduction amount is a fixed deduction that will remain the same until a change is reported or until the next RC occurs.

See the “Calculating Monthly Deduction Amounts – Housing” section in Chapter 10 – Budgeting in this handbook for more information.

Utility costs

Utility costs are determined at application and RC, and will remain at the same fixed amount during the certification period unless the customer reports a change. The household is allowed/able to switch between the Standard Utility Allowance (SUA), Limited Utility Allowance (LUA) or the Telephone Utility Allowance (TUA) at RC or change of residence.

Reported changes in shelter costs are considered Verified Upon Receipt (VUR) and must be acted on when received; benefits may either be increased or decreased at any time during the certification period, as appropriate.

See the “Calculating Monthly Deduction Amounts – Housing” section in Chapter 10 – Budgeting in this handbook for more information.

Note: When an address change is reported, the EW must inquire about the related shelter/utility cost and contributor changes as these changes are VUR.

Change Reporting (CR) Households and Requirements

Introduction This section explains Change Reporting (CR) households and requirements.

Reference The following references are applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-503.24
 - MPP 63-504.4
 - MPP 63-504.5
 - MPP 63-505.5
-

Change Reporting (CR) households Certain CalFresh households will not be required to report semi-annually. These households are considered CR households. CR households are subject to prospective budgeting on a monthly basis, which includes increases/decreases to allotments at the beginning of a month. Households not subject to reporting via the SAR 7 process include the following:

- All adult members of the household are elderly or disabled and have no earned income.
- Migrant or seasonal farm worker households.
- Homeless households.
- Households on an Indian Reservation.

Note: For information regarding households who are subject to Semi-Annual Reporting (SAR) for CalWORKs, see the “Treatment of households who receive a cash grant – Examples” block in this section.

CR reporting method – CF 377.5 CR CalFresh households must be given a CalFresh Household Change Report (CF 377.5 CR) to report any changes. The Eligibility Worker (EW) must:

- Give the CF 377.5 CR to the household at:
 - Application,
 - Recertification (RC), or
 - When one is returned by the customer to report a change (a new one must be given).
 - Explain the CF 377.5 CR and other reporting requirements listed in the “10-day reporting requirements” block of this section.
 - Complete a Journal entry stating that the CF 377.5 CR and CR reporting requirements were explained.
-

Other reporting methods Other means by which a CR household may report changes are:

- Phone,
 - In writing, or
 - Personal contact.
-

Continued on next page

Change Reporting (CR) Households and Requirements,

Continued

10-day reporting requirements

All CR households, except those who file semi-annual reports due to receiving a cash grant, are required to report the following changes within 10 days of the date the change becomes known to the household:

- Changes in *unearned* income as follows:
 - Changes in the source if it results in an income change.
 - Changes in the amount of income of more than \$50, except for Public Assistance (PA) grant income (since it is already known to the agency).
 - Changes in *earned* income as follows:
 - Changes in the source (including stopping, starting or changing jobs) if it results in an income change.
 - Changes in the amount of more than \$100 per month since the last time the allotment was calculated.
 - Changes in household composition (such as adding/losing a member)
 - Changes in residence and the resulting change in shelter expenses.
 - Changes in court ordered child support.
 - When liquid resources reach or exceed the maximum resource limit.
-

Reporting requested but not required

CR household are advised, but **not** required, to report the following events:

- Household member turns age 60 or becomes disabled.
 - Dependent care cost are incurred or increased.
 - A change in citizenship or noncitizen status.
 - A change in work registration status.
 - A new medical expense or increase of more than \$25.
-

Taking action on reported changes

EWs must take prompt action on reported changes from a CR household to determine if the reported change affects the household's eligibility or allotment. The EW shall:

- Narrate in the case Journal the date the change is reported by phone, mail, personal contact, or when a DFA 377.5 is received.
 - Take any necessary budgeting actions based on the reported change (see the Budgeting chapter for more information).
 - Notify the household of any change in benefits or advise the household of any necessary verification needed to affect the change, allowing 10 days to provide. Send appropriate and timely Notice of Action (NOA) if verification is not received, as appropriate to the action needed in the case.
-

Continued on next page

Change Reporting (CR) Households and Requirements,

Continued

Treatment of households who receive a cash grant - Examples

In certain instances, a CR CalFresh household also receives a cash grant. See the examples of how to treat these situations below.

Example 1: Household receiving both CalWORKs and CalFresh becomes homeless.

Actions:

- For CalWORKs, the household is required to continue to turn in a SAR 7 Eligibility Status Report (SAR 7) and is subject to Semi-Annual Reporting (SAR) requirements.
- For CalFresh, the household is **not** required to turn in a SAR 7 however they may report CalFresh changes on the SAR 7, using the SAR 7 reporting timeframes and requirements. If reporting CalFresh changes on the SAR 7 for CalWORKs, the household is considered to have met their reporting responsibilities for CalFresh.

Example 2: Household consists of an elderly non-needy caretaker with no earned income and one child. The child receives CalWORKs and both members receive CalFresh. The case is:

- Annual Reporting (AR) for CalWORKs, and
- SAR for CalFresh.

Actions:

- For CalWORKs, the household is subject to AR requirements. It is not required to turn in a SAR 7.
 - For CalFresh, the household is required to continue to turn in a SAR 7 and is subject to SAR requirements.
-

Transitioning Households To/From CR and SAR

Introduction This section explains the transitioning of CalFresh Households between Semi-Annual Reporting (SAR) and Change Reporting (CR) status.

Reference The following reference is applicable to the information under this topic.

- Manual of Policies and Procedures (MPP) 63-504.5
-

From SAR to CR Change the SAR household to the CR reporting system when any of the following occurs:

- Household becomes homeless.
- All adults in the household become elderly or disabled and have no earned income.
- Household becomes a seasonal or migrant farm worker household.
- Household lives on or moves to an Indian Reservation.

The household shall begin the CR system in the month following the month in which the change is reported or became known to the Eligibility Worker (EW) (such as adult in the household turning 60). At this point, the SAR system stops and the household is subject to prospective budgeting on a monthly basis. Changes in benefits, including decreases if household circumstances dictate, may be made effective the first month the household is subject to CR. Once the household is CR, the household continues to be subject to prospective budgeting. This will now be on a monthly basis rather than over a SAR Payment period.

Follow the stage/description table below to transition cases from SAR to CR:

Stage	Description
1	<p>The EW:</p> <ul style="list-style-type: none">• Updates the household's information in C-IV so as to not generate an automated SAR 7 Eligibility Status Report (SAR 7) for the next semi-annual period. Depending on the date the change was reported or became known within a given period, this may require a task to be set for prior to cut-off in the SAR Submit Month. This will provide for a final SAR 7 to be automatically mailed for the current semi-annual period in which the change occurred.• Informs the household of their new reporting responsibilities as a CR household.
2	<p>The household is:</p> <ul style="list-style-type: none">• Required to submit a final SAR 7 for the semi-annual period in which the change is reported or became known. This final SAR 7 will be used as a basis to budget the remainder of the current certification period.• No longer required to turn in a SAR 7 beginning the first semi-annual period after the change is reported or became known and for the remaining months of the certification period in the CR system.

Continued on next page

Transitioning Households To/From CR and SAR, Continued

From CR to SAR

The CR household shall be placed into SAR when any of the following occur:

- Household is no longer homeless.
- All adults in the household no longer meet elderly or disabled criteria or one now has a source of earned income.
- Household no longer is a seasonal/migrant farm worker household.
- Household no longer resides on an Indian Reservation.

The household shall begin the SAR in the month following the change for the remainder of the existing certification period.

Follow the stage/description table below to transition a case from CR to SAR:

Stage	Description
1	The household continues to be subject to prospective budgeting. This will now be over a Semi-Annual Payment period rather than on a monthly basis.
2	The EW updates the household's information in C-IV to start automating mailing of the SAR 7.
3	The EW provides the appropriate forms to the household regarding SAR rules, the household's SAR payment period, SAR 7 due dates, and the household's Income Reporting Threshold (IRT) level.
4	The EW sets up SAR Payment period.

From CR to SAR - example

The following are examples of a transition from CR to SAR:

- Ernest is a CR household due to being homeless. His certification period is 4/15 through 3/16. On 7/15/15, he reports he moved into an apartment. The EW determines Ernest is now subject to SAR requirements, updates his case information in C-IV, and mails him the appropriate forms. Automated mailing of the SAR 7 will occur in 8/15.
- Amy is a CR household due to being homeless. Her certification period is 11/14 through 10/15. On 8/2/15, she reports she moved in with her sister. Amy and her sister purchase and prepare their meals separately. The EW determines Amy is now subject to SAR requirements, updates her case information in C-IV, and mails her the appropriate forms. Amy will not receive a SAR 7 because she is already in the second half of her certification period. A Recertification (RC) packet will be mailed to her in 9/15.

CalFresh POLICY HANDBOOK

CHAPTER 10

Budgeting

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SAR and CR Budgeting

Introduction

This section contains instructions for income and deduction budgeting for Semi-Annual Reporting (SAR) and Change Reporting (CR) households.

For all households, SAR and CR, eligibility and benefits are budgeted prospectively over the certification period. This means that the determination of the household's eligibility and benefit amount for the payment month or period is based on the income, deductions, and household composition reasonably anticipated to exist in that payment month or certification period.

At application, Recertification (RC), and for reported changes, determine the household composition, income and deductions reasonably anticipated to exist in the payment month/certification period, and:

- For SAR households, monthly eligibility and benefit levels are budgeted for the certification and adjusted on a semi-annual basis if changes are reported on the SAR 7. There are also certain instances when eligibility and benefits are adjusted mid-period.
 - For CR households, monthly eligibility and benefit levels are adjusted only when the household reports a change. While there are some changes that CR households are required to report within 10 days of the change, action must also be taken on all voluntary reports.
-

The Budgeting Process

Introduction This section contains the steps to take in order to complete the budgeting process.

References The following references are applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-503.2
 - MPP 63-503.3
 - MPP 63-508
 - All County Letter (ACL) 03-18
-

Overview: The following chart gives an overview in determining the household's income eligibility and benefit level at application, Recertification (RC), and report of change. See the various sections referenced in the chart for specific instructions.

Step	Action
1	Determine the household composition (see the Household Composition Chapter of this Handbook).
2	Determine the household's countable reasonably anticipated income to be considered in the CalFresh budget, taking into account: <ul style="list-style-type: none">• Which income is "countable" vs. "excluded", and• What income has been actually received or is reasonably anticipated to be received in the certification period. Use the last 30 days of income as an indicator, if needed, to determine reasonably anticipated income. (See Chapter 8 – Income of this handbook.)
3	Determine the gross monthly income: For countable income actually received or reasonably anticipated to be received, calculate a gross monthly amount (see the Calculating Monthly Income Amounts section of this Chapter).
4	Determine prorated amounts for ineligible members: For households containing ineligible members, determine what portion of an ineligible member's income to count (see the Income of Ineligible Household Members section of this chapter).

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The Budgeting Process, Continued

Income eligibility / benefit level (continued)

Step	Action
5	Determine gross income eligibility: If applicable, apply the Gross Income Eligibility Test.
6	Determine the household's deductible expenses, considering: <ul style="list-style-type: none">• Whose expenses are considered in the budget,• Which expenses are deductible or an income exclusion (i.e., child support), and• What expenses are actually owed, were paid or can be reasonably anticipated to be owed or paid in the certification period. See the "Calculating Monthly Amounts" sections in this chapter for the different expenses.
7	For households sharing expenses with a separate household, determine each household's share (see the "Deductions for Separate households Residing Together" section of this chapter).
8	Determine the monthly deduction amount for each expense (see the "Calculating Monthly Deduction Amounts" section of this chapter).
9	For households containing ineligible members, determine what portion of the household's share to count in the budget (see the "Deductions for Households with Ineligible Members" section of this Chapter).
10	Determine Net Income Eligibility: If applicable, apply the Net Income Eligibility Test (see the "Net Income Eligibility" section of this chapter).
11	Determine the household's monthly benefit amount.

Calculating Monthly Income Amounts

Introduction

Once the determination of whose income is considered available and what income can be reasonably anticipated is made, calculate a monthly income amount. This section explains how income is calculated as a monthly amount.

Reference

The following reference is applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-502.2
 - MPP 63-502.3
 - MPP 63-508
-

Stable income

A CalFresh household has stable income when the household reasonably anticipates the income will continue at the same frequency. The amount of stable income can vary from payment to payment as long as the pattern of receipt is stable throughout the certification period.

Note: When a customer receives pay on every scheduled pay date, even though the amounts are different, the pattern of receipt is stable.

Fluctuating income

Fluctuating income is income which has different patterns of receipt for each month of the certification period. Fluctuating income includes when the household has any of the following:

- Income for one or more months of the certification period and zero income for the remaining months of the certification period due to income from the same source starting or stopping, or
 - Ongoing income that changes from month to month, without a stable pattern of receipt.
-

Conversion factors

When income is received or reasonably anticipated on a weekly or biweekly basis, the EW must convert this income into a monthly amount by multiplying the income by the appropriate conversion factor. The conversion factor must be applied whenever a full month's income is received or anticipated. These conversion factors are:

- **4.33** for weekly income, and
 - **2.167** for biweekly income.
-

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Calculating Monthly Income Amounts, Continued

Monthly income amount

The Eligibility Worker (EW) must calculate a monthly income amount to establish a benefit amount for each month of the certification period. The monthly amounts determine the:

- Certification period's benefits based on what the customer reports at the application or Recertification (RC) interview, on the SAWS 2 Plus, CF 285, CF 37, or DFA 285 A-2 and prior to processing; or
- Remainder of the certification period's benefits based on what the customer reports on the SAR 7.

Note: Income received in the last 30 days may be used as an indicator of what is reasonably anticipated.

Determining the frequency and level of pay dictates how the monthly income is calculated. Below is an overview of the steps needed to determine a monthly income amount.

Step	Action
1	Determine what income the customer reasonably expects to receive for each month of the certification period at application/RC, or SAR 7. See the "Estimating fluctuating income" block in this handbook section when determining how to reasonably anticipate fluctuating income.
2	Determine the frequency of the pay (weekly, monthly, etc.).
3	Calculate a monthly income amount, if necessary (see the "Calculating monthly income amount" block in this handbook section for guidelines).
4	Complete a Journal entry to justify what income was used and why.

Note: Entering the income (prior to using the conversion factors) into the **Income Detail** page in C-IV and running Eligibility Determination and Benefit Calculation (EDBC) will calculate the monthly amount. See the C-IV User Guide and C-IV Help job aids for more information.

Anticipating a change of income – Task

If a customer reasonably anticipates a change of income, the EW will enter that income in the **Income Detail** pages in C-IV. If the month in which the income is anticipated to change is not a high-dated month, the EW must set an **Income Change Task** to run EDBC for that month to apply the income change. The **Task** must be set for the day after 10-day NOA two months prior to the income change effective date. See the Operations and Reference Handbook (ORHB) Chapter J, "Use of Manual Tasks," for more information.

Example: The customer reports on a November SAR 7 due in December that he reasonably anticipates his income to decrease in February, and he provides verification. The EW will set an **Income Change Task** for 12/21, the day after 10-day NOA in December, when February will be showing as a high-dated month and EDBC can be run.

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Calculating Monthly Income Amounts, Continued

Calculating monthly income amounts

Income that is not received on a monthly basis must be calculated as a monthly amount. The following chart shows how to calculate a monthly amount to use in the budget.

If income received is...	Then take the following action(s) to calculate a monthly amount...
Daily or sporadically throughout the month,	Add the daily or sporadic amounts in the month to total a monthly amount.
Twice per month (e.g., 1 st and 15 th of the month),	Add the two payments together.
Weekly or biweekly (anytime a full month's worth of income is anticipated),	<ul style="list-style-type: none"> • Multiply the weekly amount* by 4.33. • Multiply the biweekly amount* by 2.167. <p>* If the weekly or biweekly amounts normally fluctuate, calculate an average weekly/biweekly amount.</p>
For a partial month (e.g., due to income starting or stopping),	Add the total income anticipated for that month.
Recurring, monthly payments such as Social Security Administration (SSA) payments, but because of mailing or payment cycles may cause two payments to be received in one month and none the next month,	Count the payment amount for the month intended. Do not vary the income used in the budget solely due to this reason.
Anticipated to fluctuate over the certification period	Enter the anticipated amount for each month (see the "Estimating fluctuating income" block in this handbook section).
Less than monthly due to contract or self-employment Income	<p>Average the income over the certification period to determine a monthly amount. Revise at mid-period when the household submits a SAR 7 or a voluntary report.</p> <p>Note: These households may include school employees and farmers, who derive their annual income in a period of time shorter than one year. This does not apply to migrant or seasonal farm worker households.</p>
Seasonal,	Use the most recent season comparable to the certification period if no changes have occurred or are reasonably anticipated.

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Calculating Monthly Income Amounts, Continued

Estimating fluctuating income

When a CalFresh household has or reports fluctuating income, the determination of whether the income is reasonably anticipated will require additional steps and thorough case documentation.

In situations where the recipient expects a change or has fluctuating income and either cannot or does not provide an estimate of what is reasonably anticipated, EWs will:

- Accept the household's statement if they report that their income fluctuates significantly and they cannot reasonably anticipate any income. If this statement is not questionable, no income shall be budgeted.
- Use the Data Month income if the household reports that they expect changes from the income received in the Data Month but do not know how much the income will change or when the changes will take place.
- Contact the employer or other source of income, with written authorization from the recipient, to obtain the income amount(s).
- Use the past 30 days of income as an indicator of what is reasonably anticipated.
- If income fluctuates to the extent that a 30-day period cannot provide an accurate projection of future income, use past income history. The EW can look back to the prior certification period for historical income information.
- Use the most recent season comparable to the certification period if the income fluctuates seasonally, and the previous amount can be reasonably anticipated.

Customer refusal to assist in providing information

If the customer refuses to assist in providing required information (refuses to sign a release to contact an employer, if such contact is necessary) or fails to provide information necessary to determine eligibility, the EW will:

- Deny the application, or
- Discontinue benefits after providing 10-day Notice of Action (NOA).

If the customer is attempting to cooperate to the best of his/her ability, yet is unable to provide information that would assist the EW in projecting future income with reasonable certainty, the customer will not be considered as "failing to cooperate" and will not be denied/discontinued for that reason.

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Calculating Monthly Income Amounts, Continued

Estimating fluctuating income – Intake or RC

For a customer completing an application or RC who has fluctuating income and can adequately estimate future income, the EW will use the customer's estimate from the SAWS 2 Plus, CF 285, CF 37, DFA 285 A-2, or e-Application and other information reported by the customer prior to processing the application/RC. The EW will determine the total amount of earned or unearned income expected to vary for each month of the certification period, based on the customer's estimate on the application.

The EW must use the reasonably anticipated income for each month of the certification period to determine eligibility and benefits.

Estimating fluctuating income – SAR 7

For a recipient customer with fluctuating income who can adequately estimate future income, the EW will use the customer's estimate of the expected income totals from the SAR 7. Follow the guidelines in the "Estimating fluctuating income" block of this handbook section when the customer needs assistance with estimating future income. The EW will determine the total amount of earned or unearned income expected to vary for each month of the next SAR Payment Period, based on the customer's estimate on the SAR 7.

The EW must use the reasonably anticipated income for each month of the next SAR Payment Period to determine that period's eligibility and benefits.

Self-employment income received weekly or bi-weekly

Self-employment income received weekly or bi-weekly must be converted and entered into C-IV as a monthly amount with a pay frequency of monthly. Follow the steps below to calculate a monthly amount of self-employment income:

Step	Action
1	Determine the converted weekly or bi-weekly self-employment income amount.
2	Multiply the: <ul style="list-style-type: none">– Weekly income amount by 4.33, or– Bi-weekly income amount by 2.167.
3	Enter the monthly amount into C-IV

Note: If the customer has self-employment income that is received twice per month, the two payments are added together for a total monthly amount and entered into C-IV.

Example – self-employment income

A customer works as a babysitter of two children in her home. She is paid \$100 per week directly from the parent of the children she watches. Income will be calculated as a monthly amount by multiplying the weekly conversion factor of 4.33 by the income amount of \$100: $4.33 \times \$100 = \433 per month.

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Income of Ineligible Household Members

Ineligible member income treatment

Once the monthly income amount is calculated for an ineligible household member, the next step is to determine how much of the ineligible household's member income to use in the CalFresh budget.

The following chart shows how much of each household member's income to use:

When the income belongs to a household member who is...		Then treat his/her income as follows...
a.	<ul style="list-style-type: none"> • An Ineligible Noncitizen, or • Social Security Number (SSN) Disqualified, 	<p>For all income:</p> <ol style="list-style-type: none"> 1. Divide the income by the number of members in the household (including ineligible noncitizens and SSN disqualified). 2. Multiply the result of #1 above by the number of the eligible CalFresh household members. Use this amount of the income. <p>Note: This excludes the ineligible noncitizen/SSN disqualified members' portion of the income.</p>
b.	<ul style="list-style-type: none"> • CalFresh Work Requirement Disqualified, • Intentional Program Violation (IPV) Disqualified, • Fleeing Felon, • Drug Felon, • Probation/Parole Violator, • Ineligible Able-Bodied Adults Without Dependents (ABAWD), or • Penalized/Sanctioned, 	<p>Use entire amount.</p> <p>Note: CalWORKs grant for IPV disqualified and penalized/sanctioned individuals use the entire amount prior to the financial sanction.</p>

SAR Income Examples

Introduction

This section contains examples of basic budgeting of stable and monthly income.

Example #1: stable monthly income

A household consists of a mother and two children. The income the family receives is \$825 per month from the mother's job and \$100 per month in Social Security Administration (SSA) benefits for each child. The mother's earnings and the SSA benefits are stable.

Gross Earned Income (stable monthly amount)	\$825
Gross Unearned SSA Income (stable monthly amount)	+ 200
	= \$1025

Gross Income Test:

Maximum for household size of 3:
\$1698

– Gross Income Eligible –

Adjusted Gross Earned Income (80%)	\$660
Gross Unearned SSA Income	+ 200
Nonexempt Gross Income	= \$860
Standard Deduction	- 134
Net Monthly Income	= \$726

Net Income Test:

Maximum for household size of 3:
\$1306

– Net Income Eligible –

Monthly Benefit (for each month of the certification period)	= \$175
--	---------

Note: Amounts used in all examples of this handbook section are for illustration purposes. They may not reflect current allowable income or deduction amounts.

Example 2: stable income – conversion factor

A recipient reports receiving \$200 every week and reasonably anticipates that this income will continue at the same amount for the certification period. The \$200 weekly income is multiplied by the 4.33 conversion factor to determine a monthly income amount of \$866.

Example 3 – stable income – no conversion factor

A recipient reports that she will work the first three weeks of each month, and be paid \$200 per week worked. In this case, since the recipient does not expect to be paid every week, the conversion factor would not be used. Instead, the monthly income of \$600 (\$200 + \$200 + \$200) is used to determine the benefit amount for the certification period.

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SAR Income Examples, Continued

Example 4 – stable income with an irregular check

A recipient reports that she received four weekly paychecks in the following amounts: \$200, \$450, \$190, and \$225. She explains that she received extra hours in the second week of the month because a co-worker was sick, but the other three weekly paychecks are typical and she expects this income to continue.

The irregular check of \$450 should be disregarded, and the remaining three weekly paychecks should be converted into a monthly amount by adding them together, dividing by three, and multiplying the weekly average by 4.33 (i.e.: $\$200 + \$190 + \$225 = \$615 / 3 = \$205$. $\$205 \times 4.33 = \887). The reason for disregarding the irregular check must be documented in the Journal.

Note: The **Average Calculator** on the **Income Amount Detail** page may be used to determine the average monthly amount (not including the conversion factor). If one of the checks is irregular, the EW will select **No** for **Count in Average** next to this check's entry, and the check amount will not be included in the average. See the "Income Management C-IV Job Aid" in the "Income Calculator" section.

Example #5: fluctuating income expected to continue

A household consists of a mother and one child. The mother is working part-time at a fast food restaurant, and her work hours vary from month to month. She reports 70 hours in the previous month but is unable to estimate with any reasonable certainty how many hours she will be working in each month of the certification period. The Eligibility Worker (EW) contacts the customer, and the customer is still unable to estimate with any reasonable certainty how many hours the customer will work. The EW contacts the employer, who is unable to estimate with any reasonable certainty how many hours the customer will work. The EW requests work hours for each month of the past certification period and found that hours varied from 65 to 75 per month.

Because the customer and the employer do not know if the hours will remain the same, increase, or decrease, the best available information the EW has to determine what income to reasonably anticipate for determining benefits for the certification period is the historical information from previous months. The EW and customer agree that an average of 70 hours per month is a reasonable amount to anticipate for the certification period.

Note: A journal entry is required to clarify what income was used in the budget and why.

Continued on next page

SAR Income Examples, Continued

Example #6: SAR fluctuating income not expected to continue

A CalFresh household consists of mother and two children. The mother is employed on-call and provides a SAR 7 with four check stubs with different amounts (\$50, \$150, \$75, and \$500). There were five weeks in that month and for one week she had no income. The EW reviews the case and confirms the recipient had periods of no income at all in the past due to being on-call. The EW contacts the customer, and the customer is still unable to estimate her future income. After obtaining the customer's written authorization, the EW contacts the employer. The employer is unable to estimate with any reasonable certainty how many hours the customer will work.

The EW documents the case using the past income history, indicating in the Journal that the customer works on-call, and budgets no income for the upcoming certification period. The EW informs the customer she must report income above the Income Reporting Threshold (IRT).

Example #7 – Income anticipated to end

A CalFresh household consisting of a mother and one child submits a SAR 7 for the Data Month of November on December 10. The mother receives earned income on a biweekly basis of \$250, however she reports that the income will be ending in February, and she provides verification of this. She anticipates receiving two checks for \$250 each in January, and a final check for \$100 in February. The income used in the budget will be:

- January - \$541.75 (\$250 x 2.167)
- February - \$100
- March and ongoing - \$0

Because February is not yet a high-dated month in C-IV, the EW sets an **Income Change Task** to run EDBC and recalculate benefits with the changed income. The **Task** is set for 12/21, the day after 10-day Notice of Action (NOA) in December, as February is then showing as a high-dated month.

Gross Income Eligibility

Introduction: determining the household's gross income eligibility

Once you have determined the household's reasonably anticipated monthly gross income, determine if the household is subject to the Gross Income Eligibility Test.

For households subject to the Gross Income Eligibility Test, determine if the household is income eligible by comparing the monthly gross reasonably anticipated income to the Maximum Gross Income standard for the household size (see the "Gross Income Eligibility Test" block).

Households subject to the Gross Income Eligibility Test

Use the following chart to determine which households are subject to the Gross Income Eligibility Test and what action to take.

Household Type	Subject to the Gross Income Eligibility Test?	Action
Non-Assistance (NA)	Yes	Go to "Gross Income Eligibility Test"
Public Assistance / Non-Categorically Eligible (PA / Non-CE)	Yes	
Public Assistance Categorically Eligible (PA CE)	No	Skip to "Deduction Budgeting"
Contains at least one elderly or disabled household member	No	

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Gross Income Eligibility, Continued

Gross Income Eligibility Test

If the household is subject to the Gross Income Eligibility Test (see the “Households subject to the Gross Income Eligibility Test” block), compare the household’s reasonably anticipated monthly income with the maximum for their household size. Refer to Chapter 15 of this handbook for the most current Maximum Gross Monthly Income (130% of Federal Poverty Level (FPL)) chart.

“Household Size”: Count all household members **except**:

- Ineligible noncitizen or SSN disqualified
 - IPV disqualified, Fleeing or Drug Felon, or Probation/Parole Violator
 - SSI/SSP Recipient
 - Ineligible Student
 - CalFresh Work Requirement Disqualified or Ineligible Able-Bodied Adults Without Dependents (ABAWD)
-

Modified Categorical Eligibility (MCE)

NA CalFresh (NACF) cases must pass the Gross Income Eligibility Test to be considered Modified Categorical Eligibility (MCE). All NACF cases require a mandatory MCE **Journal** entry. See Chapter 8 – Resources of this handbook for more information regarding MCE cases and gross income eligibility.

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Gross Income Eligibility, Continued

Intake gross income eligibility test

Take the following actions to determine Gross Income Eligibility at intake, for households subject to the Gross Income Eligibility Test (NA and PA Non-CE):

Note: These steps do not apply to households that contain an elderly or disabled member or PA/CE cases.

Step	Action								
1	Determine reasonably anticipated income for each month of the certification period.								
2	<p>Complete the Gross Income Eligibility Test, and</p> <table border="1"> <thead> <tr> <th>If the household...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>Passes this test,</td><td> <ul style="list-style-type: none"> Issue Expedited Service (ES), if eligible. Approve the application. <u>Stop</u>, no further action required. </td></tr> <tr> <td>Does not pass this test,</td><td> <ul style="list-style-type: none"> Deny the application, and Inform the household that if income stops or drops (from what was already reported/used) they may reapply. </td></tr> <tr> <td> <ul style="list-style-type: none"> Does not pass this test for the first month, and Passes this test for the second month, </td><td> <ul style="list-style-type: none"> Approve the application for the second month and ongoing. <u>Stop</u>, no further action required. </td></tr> </tbody> </table> <p>If the household reapplies within 60 days from the original application (30 days from denial), Proceed to step 3.</p>	If the household...	Then...	Passes this test,	<ul style="list-style-type: none"> Issue Expedited Service (ES), if eligible. Approve the application. <u>Stop</u>, no further action required. 	Does not pass this test,	<ul style="list-style-type: none"> Deny the application, and Inform the household that if income stops or drops (from what was already reported/used) they may reapply. 	<ul style="list-style-type: none"> Does not pass this test for the first month, and Passes this test for the second month, 	<ul style="list-style-type: none"> Approve the application for the second month and ongoing. <u>Stop</u>, no further action required.
If the household...	Then...								
Passes this test,	<ul style="list-style-type: none"> Issue Expedited Service (ES), if eligible. Approve the application. <u>Stop</u>, no further action required. 								
Does not pass this test,	<ul style="list-style-type: none"> Deny the application, and Inform the household that if income stops or drops (from what was already reported/used) they may reapply. 								
<ul style="list-style-type: none"> Does not pass this test for the first month, and Passes this test for the second month, 	<ul style="list-style-type: none"> Approve the application for the second month and ongoing. <u>Stop</u>, no further action required. 								
3	Re-determine the reasonably anticipated income using updated information obtained at reapplication.								
4	<p>Complete the Gross Income Eligibility Test using the income from Step 3.</p> <table border="1"> <thead> <tr> <th>If the Customer...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>Passes the test,</td><td> <ul style="list-style-type: none"> Issue ES, if eligible. Rescind the denial and approve the application. </td></tr> <tr> <td>Fails the test,</td><td>Deny the application.</td></tr> </tbody> </table> <p>In C-IV the denied program should be restored as follows:</p> <ul style="list-style-type: none"> Use Restoration Reason "Erroneous Disc/Denial." Use the original application date and Beginning Date of Aid (BDA). Base the Recertification (RC) period on the BDA. 	If the Customer...	Then...	Passes the test,	<ul style="list-style-type: none"> Issue ES, if eligible. Rescind the denial and approve the application. 	Fails the test,	Deny the application.		
If the Customer...	Then...								
Passes the test,	<ul style="list-style-type: none"> Issue ES, if eligible. Rescind the denial and approve the application. 								
Fails the test,	Deny the application.								

Continued on next page

Gross Income Eligibility, Continued

Gross Income eligibility / ineligibility actions

Use the following chart to determine what actions to take when a household has been determined gross income eligible or gross income ineligible (see the “Gross Income Eligibility Test” block).

If the household is gross income...	Then...
Eligible	Continue to the “Deduction Budgeting” and “Net Income Eligibility” sections of this Chapter.
Eligible for the application month but, due to anticipated income, ineligible in subsequent months (CR households only)	Issue benefits for the application month (even if processed in a subsequent month) and deny subsequent month.
Ineligible in the application month but eligible in subsequent months	Use the same application to deny the initial month and determine ongoing eligibility. Continue to the Deduction Budgeting and Net Income Eligibility sections of this Chapter to determine benefit levels for subsequent months.
Ineligible in the application month and ongoing	<p>Deny the application or discontinue benefits within the appropriate timeframes.</p> <ul style="list-style-type: none">• For Continuing SAR households: see the “SAR 7 Changes”, “Mandatory Mid-period Report Changes”, “Voluntary Mid-period Report Changes”, and “County-Initiated Mid-Period Changes” sections of this chapter.• For Continuing CR households: discontinue benefits effective the first of the month after 10-day notice can be given.

Note: See the “Modified Categorical Eligibility (MCE)” block in this handbook section for more information about required **Journal** entries for NACF cases.

Continued on next page

Gross Income Eligibility, Continued

Examples – Gross Income Eligibility

The following examples identify uses of the CalFresh Gross Income Eligibility test.

Example #1 – denied for gross income and reapplies

A customer applies for CalFresh on 7/5. The household is non-CE and consists of a mother and her minor child. Income consists of the mother's earnings, which was \$1,500 for the previous month. The mother also anticipates \$1,500 per month for July and ongoing. After completing the Gross Income Eligibility Test, the household is found to be ineligible. The journal should include verbiage stating that the customer is not MCE due

The household reapplies on 8/5, and the mother reports that her income stopped in July, and she anticipates \$0 in August. The previously denied CalFresh will be rescinded to the original application date of 7/5. Because the household was ineligible due to income in July, they are not eligible until August. The BDA will be 8/1, which establishes an RC period of August through July.

Note: See the “Modified Categorical Eligibility (MCE)” block in this handbook section for more information about required **Journal** entries for NACF cases.

Example #2 – eligible 2nd month

A customer applies for CalFresh on 7/5. The household is non-CE and consists of a mother and her minor child. Income consists of the mother's earnings, but it is reasonably anticipated to end 7/10. The mother states that she received \$1,500 in June and will receive this amount in July. However, her income will be ending and will be \$0 in August and ongoing. The Gross Income Test is completed, and the household is ineligible for the month of July. Because only \$0 is used when budgeting for August, the household is eligible for August and ongoing. CalFresh is approved with a BDA of 8/1 and an RC period of August through July.

Note: See the “Modified Categorical Eligibility (MCE)” block in this handbook section for more information about required **Journal** entries for NACF cases.

Child Support Income Exclusion Budgeting

Introduction This section provides information on the child support income exclusion and how the exclusion is applied in the CalFresh budgeting process.

Reference: The following references are applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-502.2
- All County Letter (ACL) 11-05 Errata

Child support income exclusion – Gross Income Eligibility Test Legally obligated Child Support paid to or for a non-household member is treated as an income exclusion. This exclusion takes place prior to running the Gross Income Eligibility Test (If the gross income test is required). Once the child support income exclusion has been allowed, continue to the allotment determination and Net Income Eligibility Test (if the net income test is required). The chart below lists the steps to follow when excluding a child support expense from the total gross income.

Step	Action						
1	Determine the reasonably anticipated income, and use the reasonably anticipated income amount for each month of the certification period.						
2	Determine the reasonably anticipated legally obligated child support paid to or for a non-household member. Note: Since child support is an income exclusion and not a deduction, conversion factors are not used to convert the income to a monthly amount. For child support paid on a weekly or biweekly basis, see the “Anticipating weekly or biweekly child support” block in this section.						
3	Deduct the child support in Step 2 from the reasonably anticipated: <ul style="list-style-type: none"> • Unearned income, • Earned income (any remaining child support exclusion from the unearned income). 						
4	Complete the Gross Income Eligibility Test using the remaining income from Step 3. <table border="1"> <thead> <tr> <th>If the Household...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>Passes the Gross Income Eligibility Test,</td><td> <ul style="list-style-type: none"> • Continue with benefit allotment determination and net income test by: <ul style="list-style-type: none"> – First allowing the 20% earned income deduction, and – Then allowing the child support exclusion. • Approve the application, if eligible. • Stop here. </td></tr> <tr> <td>Does not pass the Gross Income Eligibility Test,</td><td> <ul style="list-style-type: none"> • Stop; no further budgeting action is required, • Deny the application, and • Inform the household that if income stops or drops (from what was already reported/used), they may reapply. </td></tr> </tbody> </table> <p>Note: If the household reapplies within 60 days from the original application (30 days from denial), use information from the original application along with updated information (such as income stopping/dropping). Rescind the denial using Erroneous Disc/Deny and repeat Steps 1 – 4. The Beginning Date of Aid (BDA) will be the first month in which the household is eligible.</p>	If the Household...	Then...	Passes the Gross Income Eligibility Test,	<ul style="list-style-type: none"> • Continue with benefit allotment determination and net income test by: <ul style="list-style-type: none"> – First allowing the 20% earned income deduction, and – Then allowing the child support exclusion. • Approve the application, if eligible. • Stop here. 	Does not pass the Gross Income Eligibility Test,	<ul style="list-style-type: none"> • Stop; no further budgeting action is required, • Deny the application, and • Inform the household that if income stops or drops (from what was already reported/used), they may reapply.
If the Household...	Then...						
Passes the Gross Income Eligibility Test,	<ul style="list-style-type: none"> • Continue with benefit allotment determination and net income test by: <ul style="list-style-type: none"> – First allowing the 20% earned income deduction, and – Then allowing the child support exclusion. • Approve the application, if eligible. • Stop here. 						
Does not pass the Gross Income Eligibility Test,	<ul style="list-style-type: none"> • Stop; no further budgeting action is required, • Deny the application, and • Inform the household that if income stops or drops (from what was already reported/used), they may reapply. 						

Note: Non-Assistance CalFresh (NACF) cases must not exceed the income limit for Temporary Assistance for Needy Families (TANF)-funded service attached to the 275 flyer to be Modified Categorical Eligibility (MCE). All NACF cases require a mandatory MCE **Journal** entry. See Chapter 8 – Resources of this handbook for more information regarding MCE cases and gross income eligibility.

Continued on next page

Child Support Income Exclusion Budgeting, Continued

Child support income exclusion budgeting

After completing the gross income eligibility test, if applicable, the legally-obligated child support income exclusion is deducted from the household's income in the following order:

1. Unearned income
2. Earned Income:
 - Minus the 20% earned income deduction,
 - Remaining child support income exclusion from the unearned income.

Example: Household size of three receives \$200 per month from Social Security and \$800 per month earnings. Household pays \$400 a month child support to a non-household member. The child support income exclusion is applied as follows:

Household's unearned income	\$200
Child support exclusion	- 400
	- 200 (negative)
Earned income	\$800
Earned income deduction (20% of earned income)	- 160
Subtotal	\$640
Remaining Child Support Exclusion	- 200
Household nonexempt income	\$440

Child support and conversion factors

Because child support is an income exclusion and not a deduction, conversion factors are not used to convert weekly or biweekly income to a monthly amount. The actual amount paid would be the amount allowed as the income exclusion, as long as that amount does not exceed the court order (except for arrears). In the absence of a court order (such as verification of garnishments on a pay verification), the actual amount paid would be the amount allowed.

The actual child support paid is used in the CalFresh budget, including when a household makes an extra payment due to the number of weeks in a month.

Example: A customer receives earned income of \$600 every Friday. A child support payment of \$100 is garnished from each paycheck. The month of January contains five Fridays, so the customer pays \$500 in child support that month instead of \$400. \$500 would be used as an exclusion for the month of January.

Continued on next page

Child Support Income Exclusion Budgeting, Continued

Reasonably anticipating weekly or biweekly child support

If the household does not anticipate a change in child support payments, the Eligibility Worker (EW) will use the prior 30 days' worth of payments to reasonably anticipate the child support exclusion for weekly and biweekly payments, using the following guidelines:

If processing a(n)...	Then...
Intake application,	Add together all payments from 30 days prior to the date of application and use that amount as the monthly amount for the certification period. Note: Verification for a child support exclusion is required at application. See the "Verification Requirements" section in Chapter 12 of this handbook for more information about how to verify the exclusion.
Recertification (RC),	Add together all payments from the last month of the certification period and use that amount as the monthly amount for the next certification period.
SAR 7, • With a change reported • Without a change reported,	<ul style="list-style-type: none">• Add together all payments from the Data Month and use that amount as the monthly amount for the remainder of the certification period.• Use the previous income exclusion amount.

Note: If the customer reports mid-period that he/she has paid an additional child support payment due to the month having more pay dates and the amount does not exceed the obligation indicated on the court order (if available), this is treated as a voluntary mid-period report. The EW will contact the customer to ask if this additional payment is expected to continue through the payment period, and then take appropriate action.

Example of budgeting child support - Intake

Customer applies on 11/6/13 and reports that he pays child support of \$50 weekly, which is garnished from his earned income of \$200 every Wednesday. He provides a copy of the court order showing an obligation of \$300 per month and verification of five child support payments made in the 30 days prior to his application date (10/6/13-11/5/13).

When the payments are added together, the total (\$250) does not exceed the court-ordered amount of \$300. \$250 is used as the monthly income exclusion amount when calculating benefits for the certification period.

Example of budgeting child support - Continuing

Customer submits his SAR 7 in 4/14 and reports that he made five payments in the Data Month for a total of \$250, and he anticipates no changes through the next certification period.

When the payments are added together, the total (\$250) does not exceed the court-ordered amount of \$300. \$250 is used as the monthly income exclusion amount when calculating benefits for the certification period. The EW will also Journal the customer did not report anticipating any changes through the next certification period

Deduction Budgeting

Introduction

Certain expenses can be allowed as a deduction to the household's gross income once the Gross Income Eligibility Test is passed. The household's gross income, less these allowable expenses, is the household's net income.

If the household has allowable expenses actually paid/owed or reasonably anticipated to be paid/owed, determine how much of these expenses to allow in the household's budget.

This section provides instructions for determining how much of the household's expenses to allow as a deduction in the household's CalFresh budget.

Determining the household's allowable expenses

Take the following steps to determine allowable expenses:

Step	Action
1	Determine the household composition and living arrangements.
2	Determine the expenses actually paid/owed or reasonably anticipated to be paid/owed.
3	Determine each household's reasonably anticipated share of the expenses. (For separate households residing together, see the Deductions/Exclusions chapter of this handbook)
4	Determine how much of the household's share to count and can be reasonably anticipated. (For households with ineligible members, see Deductions/Exclusions chapter of this handbook)

Determining household composition and living arrangements

The Eligibility Worker (EW) must discuss living arrangements with the household and document this information in the case record. Any discrepancies or questionable information must be clarified with the household and documented in the case record.

- Follow instructions in the Household Composition Chapter to determine the household and the classification of each household member.
 - Determine the living arrangement when other individuals/households live with the household. See the "Deductions for Separate Households Residing Together" section of this Chapter.
-

Reasonably anticipated expenses

As with income, determine which expenses and expense amounts can be "reasonably anticipated" for the certification period.

Continued on next page

Deduction Budgeting, Continued

Determining how/to whom expenses are paid

The EW must determine and document in the case record how and to whom the expenses are paid – a written statement is not required to verify how expenses are paid, unless questionable. This documentation must include:

- Who in a household pays toward an expense?
- How is each household's/person's share determined?
- Is money pooled (same bank account, kept together at home, etc.)?
- Who is paid for the expense (landlord, relative, business, etc.)?

Note: For more information on expenses see the Deductions Chapter of this handbook.

Questions for EW to ask the customer

To obtain the required income/deductions information, the EW may ask the following types of questions:

- Which expenses does the household pay?
 - Does the household live with and share expenses with a separate household?
 - Are there any expenses an ineligible household member pays with the household's money?
 - Are there any expenses paid only by an ineligible household member?
 - How is money handled to pay expenses? Is it pooled (put together in a bank account or household cookie jar/kitty, etc.) or kept separate?
 - Does the household or ineligible member pay a specific, defined amount (such as each paying a set amount or percentage of the bill) or an undefined amount?
 - If expenses exceed income, how are the expenses being paid?
-

Deductions for Separate Households Residing Together

Introduction	<p>This section describes the most common types of households residing together and how to determine the amount of an expense to count as the household's share.</p>
Reference	<p>The following reference is applicable to the information under this topic:</p> <ul style="list-style-type: none">• Manual of Policies and Procedures (MPP) 63-502.37
Case assignment/ companion cases	<p>Customers with CalFresh cases that reside in the same residence as another CalFresh household or CalWORKs Assistance Unit (AU) are to be carried by the same Eligibility Worker (EW). These cases are classified as companion cases and must be linked in C-IV.</p> <p>The companion case name and number must be added to the Companion Case section on the Case Summary page in C-IV. Follow instructions located in the C-IV User Guide, "Linking Companion Cases," to complete this process.</p>
Types of separate households residing together	<p>The following are the most common types of households residing together:</p> <p>These are:</p> <ul style="list-style-type: none">• Boarders• Shared Housing• Roomers
Boarders	<p>Boarders are persons residing with the household and paying "reasonable compensation" (Thrifty Food Plan times the boarder's household size) to the household for lodging and meals. The following are not considered boarders:</p> <ul style="list-style-type: none">• Children under 18 years of age, except for foster children, under parental control of a member of the household,• Parents living with their natural, adopted, or step children,• Adult children living with their natural, adopted, or step parents, even if one of the parents is elderly or disabled,• A spouse of a member of the household,• Siblings living with their natural, adopted, half or step brothers and sisters, even if one of the siblings is elderly or disabled, except for foster children.

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Deductions for Separate Households Residing Together,

Continued

Boarders (continued)

The CalFresh household may choose to include the boarder as a member of their CalFresh household. A boarder may not participate as a separate household. Use the following chart to determine how treat an individual paying board:

If the...	Then...
Household chooses to include the boarder as a household member	Treat the boarder as a household member as appropriate. If the individual is an ineligible household member, see the Deductions for Households with Ineligible Members section of this chapter.
Household chooses not to include the boarder as a household member	The household is entitled to the entire shelter expense. Count boarder payments the household receives as earned self-employment income to the household.
Individual paying board is not paying at least "reasonable compensation"	The individual must be included as a household member. Treat the individual as a household member as appropriate. If the individual is an ineligible household member, see the "Deductions for Households with Ineligible Members" section of this chapter.

Shared Housing

Shared housing exists when two or more households live in one residence, which neither owns, and each household pays a mutually agreed upon amount.

If a household is in a shared living arrangement, do not count the other household's share of the payment as the household's deduction. Count only the household's own share of the payment.

Note: Companion cases must be linked to clearly identify a household's share of the housing expense.

Roomers

Roomers are individuals to whom a property owner furnishes lodging, but not meals, for compensation:

- If the household *is* a roomer: Allow the room rent the household pays as the household's shelter deduction. If paying for utilities, the household may be eligible to Standard Utility Allowance (SUA), Limited Utility Allowance (LUA) or Telephone Utility Allowance (TUA).
- If the household *has* a roomer: Allow the entire shelter payment the household pays as the household's shelter deduction. Count room rent the household receives from the roomer as earned self-employment income.

Continued on next page

Deductions for Separate Households Residing Together,

Continued

Separate households residing together

Use the following decision chart to determine the type of living arrangement when other individuals or households reside with the CalFresh household.

If...	Then...
<p>The owner of the property resides in the dwelling and:</p> <ul style="list-style-type: none"> Is not part of the household, and Does not provide meals, 	<p>The CalFresh household should be considered a roomer unless they can demonstrate otherwise. The household can demonstrate that they are not a roomer by providing proof of equity sharing and verification that they, too, would be responsible for costs of up-keep and repairs.</p>
<p>The owner is a household member and there are other persons residing with the household</p>	<p>These other persons are considered roomers unless the household can demonstrate otherwise.</p>
<p>The "Landlord" is a tenant (not the actual property owner), acting as landlord</p>	<p>The situation is always shared housing.</p>
<p>The person living with the household shares mutually agreed upon expenses and neither owns the property</p>	<p>Shared housing arrangement.</p>
<p>The person living with the household is the property owner and landlord, sets their rent amount or rent amount is unrelated to a portion of costs</p>	<ul style="list-style-type: none"> This is a roomer living arrangement. The household is entitled to a full shelter deduction. Roomer income paid to the household is considered as the household's self-employment income.
<p>The person living with the household pays for room and meals and is not part of the household</p>	<ul style="list-style-type: none"> Boarder living arrangement (pays at least Thrifty Food Plan). Boarders cannot be a separate eligible household. The household is entitled to full shelter deduction. Boarder income paid to the household is considered as the household's self-employment income, or the boarder may be in household at request of the household. Persons paying the household for room and board must be included in the household if they pay less than Thrifty Food Plan.
<p>The person is living with the household as a live-in attendant to provide medical, housekeeping, childcare or other personal services</p>	<ul style="list-style-type: none"> Attendant cannot be included in the household they provide service to unless required by relationship. Attendants can be a separate household unless the attendant is a spouse of a household member. The household receiving service is entitled to the full shelter deduction. <p>Note: A household eligible to medical expense deductions is allowed a deduction for paying an attendant.</p>

Calculating Monthly Deduction Amounts - Housing

Introduction

Households that incur housing expenses are allowed a housing deduction in the budget to determine the allotment amount.

Reference

The following references are applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-502 and
- MPP 63-503.3

Calculating monthly housing amounts at application or RC

Use the following chart to determine the household's housing expense deduction at application or Recertification (RC):

If the deduction amount reported is...	Then...
Questionable <u>and</u> household fails to provide verification,	Deny the deduction and send a Notice of Action (NOA).
<ul style="list-style-type: none">• Acceptable, or• Questionable and the household provides verification,	<p>Allow the deduction, as follows:</p> <ul style="list-style-type: none">• Determine a monthly amount for the certification period, depending on if the expense is billed:<ul style="list-style-type: none">– Monthly and does not fluctuate: Use the monthly amount.– Monthly, and the amount fluctuates from month to month: Use the reasonably anticipated amount for each month.– Less often than monthly (every two months, once per year, etc): Use the reasonably anticipated amount for each month of the certification period.– More often than monthly (weekly, twice per month, etc.): Multiply the reasonably anticipated amount by frequency paid during the month to determine monthly amount.– Twice per month and does not fluctuate: Add the two payments together.• Enter the reasonably anticipated expenses for each month of the certification period. Continue to use the monthly amount(s) until the household reports a change or at RC.

Continued on next page

Calculating Monthly Deduction Amounts - Housing, Continued

SAR 7 – New expense

Use the following chart to determine the household's housing expense deduction when a **new** expense (not a change to an existing housing expense) is reported on the SAR 7:

If the deduction amount reported is...	Then...
Questionable <u>and</u> household fails to provide verification,	Deny the deduction and send a NOA.
<ul style="list-style-type: none">• Acceptable, or• Questionable and the household provides verification,	<p>Allow the deductions as follows:</p> <ul style="list-style-type: none">• Determine a monthly amount (see instructions in the "Calculating monthly housing amounts at application or RC" block in this handbook section).• Use this monthly amount to determine eligibility/benefits effective the month following the SAR Submit Month. Continue to use this monthly amount until the household reports a change or at RC.

SAR 7 – Change to existing expense

The report of a housing expense change (either increase or decrease) by a CalFresh head of household or a responsible adult member is considered Verified Upon Receipt (VUR). The household is **not** required to provide verification, unless the new amount is questionable.

Allow the deduction as follows:

- Determine a new monthly amount starting the first month after the Submit Month (see the "Calculating monthly housing amounts at Application or RC" block in this handbook section).
- Use the new reported amount to determine eligibility/benefits for the remainder of the certification period. Continue to use this monthly amount until the household reports a change or at RC.
- If the new housing amount was reported on the SAR 7 for the Data or Submit Month, it is treated as a voluntary mid-period report for the Data/Submit Months (see instructions in the "Mid-period report of new housing expense" block in this handbook section). Also see "SAR 7 Timeframes" block in the "SAR 7 Changes" section of this chapter.

Continued on next page

Calculating Monthly Deduction Amounts - Housing, Continued

Mid-period report of new or changed housing expense

The report of a new housing expense or a change in an existing housing expense by a CalFresh head of household or a responsible adult member is considered VUR and must be acted upon by the EW. If the report is questionable, a Request for Verification (CW 2200) form must be sent to the household requesting verification of the report within 10 days.

Use the chart below to calculate the monthly housing expense to be used in the benefit determination:

If the new deduction amount reported is...	Then...						
Questionable <u>and</u> household fails to provide verification,	<ul style="list-style-type: none"> Send a No-Change NOA informing the household that the deduction is being disallowed for failing to provide the requested verification, listing the required verifications and reminding the household to report the new housing cost on the next SAR 7. Continue to allow the last verified amount. 						
<ul style="list-style-type: none"> Acceptable, or Questionable and the household provides timely verification, 	Determine a monthly amount (see instructions in the "Calculating monthly housing amounts at application or RC" block in this handbook section), and: <table border="1"> <tr> <th>If the change results in...</th><th>Then...</th></tr> <tr> <td>Increased benefits,</td><td> <ul style="list-style-type: none"> Make the change effective the month of report or month of change, whichever is later, and the remaining months of the certification period, and Issue supplements if needed. </td></tr> <tr> <td>Decreased benefits,</td><td> <ul style="list-style-type: none"> For CalWORKs: <ul style="list-style-type: none"> Hold over the action until the next SAR 7 or RC. Send a No-Change NOA. For CalFresh: <ul style="list-style-type: none"> Decrease benefits the next month for which 10-day notice can be provided. </td></tr> </table>	If the change results in...	Then...	Increased benefits,	<ul style="list-style-type: none"> Make the change effective the month of report or month of change, whichever is later, and the remaining months of the certification period, and Issue supplements if needed. 	Decreased benefits,	<ul style="list-style-type: none"> For CalWORKs: <ul style="list-style-type: none"> Hold over the action until the next SAR 7 or RC. Send a No-Change NOA. For CalFresh: <ul style="list-style-type: none"> Decrease benefits the next month for which 10-day notice can be provided.
If the change results in...	Then...						
Increased benefits,	<ul style="list-style-type: none"> Make the change effective the month of report or month of change, whichever is later, and the remaining months of the certification period, and Issue supplements if needed. 						
Decreased benefits,	<ul style="list-style-type: none"> For CalWORKs: <ul style="list-style-type: none"> Hold over the action until the next SAR 7 or RC. Send a No-Change NOA. For CalFresh: <ul style="list-style-type: none"> Decrease benefits the next month for which 10-day notice can be provided. 						

Note: If a mid-period report is verified, then it does not have to be reported again at the next SAR 7 or RC.

Calculating Monthly Deduction Amounts - Utilities

Introduction Households that incur utility expenses are allowed a utility deduction in the budget to determine the allotment amount. These households will be given one of the appropriate utility deductions:

- Standard Utility Allowance (SUA),
 - Limited Utility Allowance (LUA), or
 - Telephone Utility Allowance (TUA).
-

Reference The following references are applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-502
 - MPP 63-503.3
 - All County Letter (ACL) 13-35
 - ACL 14-66
 - All County Welfare Directors Letter 6/3/14
-

SUAS Federal regulations allow CalFresh recipients to qualify for the SUA when the household receives a payment of more than \$20 that is made under the Low-Income Home Energy Assistance Act of 1981 or other similar energy assistance program. California implemented the State Utility Assistance Subsidy (SUAS) program on 7/1/15 to maximize the number of households eligible to SUA, thus increasing the amount of issued CalFresh benefits.

The SUAS is a \$20.01 payment that is issued to the eligible household one time during the certification period. The household is then eligible to SUA from the SUAS issuance month through the end of the certification period. Households may not be issued SUAS retroactively.

The SUAS payment is only to be provided to those households who will actually receive additional CalFresh benefits or become eligible for CalFresh as a result of receiving the payment. These are households who:

- Are otherwise not eligible for the SUA,
 - Are not already receiving the maximum CalFresh allotment for their household size, or
 - Are not already receiving the maximum shelter deduction (for those households which contain no elderly or disabled members).
-

C-IV automation and EW actions C-IV will automatically determine if a household will benefit from a SUAS payment when Eligibility Determination and Benefit Calculation (EDBC) is run. Eligible households will then be issued the SUAS payment in the corresponding benefit month.

Eligibility Workers (EWs) must continue to enter the appropriate utility expenses into C-IV, even when a household is eligible to, and receives, a SUAS-based SUA deduction.

Calculating and Allowing Excess Shelter Costs

Introduction

CalFresh households that contain an elderly or disabled household member are allowed the excess shelter cost as an additional deduction in the CalFresh budget.

Reference

The following reference is applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-503
-

Determination of excess shelter cost amount

To determine the excess shelter cost to be allowed in the CalFresh budget complete the following steps:

Step	Action
1	Total the allowable shelter expenses for the CalFresh household.
2	Divide the household's monthly income after all deductions except the excess shelter deduction has been allowed by 2.
3	Subtract the total shelter expenses from the income remaining from step 2. Any remaining shelter cost is the excess shelter cost to be allowed in the CalFresh budget.

Allowing excess shelter cost

Once the amount of the excess shelter cost to be allowed in the CalFresh budget has been determined, subtract the excess shelter cost from the household's monthly income after all other deductions have been allowed.

Calculating Monthly Deduction Amounts – All Other Expenses

Introduction Households who incur expenses other than housing or utilities are allowed a deduction or income exclusion in the budget to determine the allotment amounts.

Reference The following references are applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-502
- MPP 63-503.3

Step	Action												
1	Determine if the household provided verification, and if: <ul style="list-style-type: none">• Yes – Go to Step 2.• No:<ul style="list-style-type: none">– Disallow the deduction,– Stop here.												
2	Determine a monthly amount for the certification period, based on: <table><tr><th>If the expense is billed...</th><th>And...</th><th>Then...</th></tr><tr><td>Monthly,</td><td>Does not fluctuate, The amount fluctuates from month to month,</td><td>Use the monthly amount. Use the reasonably anticipated amount for each month.</td></tr><tr><td>Less often than monthly (every two months, once per year, etc.),</td><td>The expense is regularly scheduled, The expense is not regularly scheduled,</td><td>Average the expense over the interval between scheduled billings (e.g., every two months). The household may elect to average the expense over the period it is intended to cover or over the remaining months of the certification period. Note: Households reporting a one-time only medical expense may elect to have a one-time deduction or have the expense averaged over the certification period</td></tr><tr><td>More often than monthly,</td><td><ul style="list-style-type: none">• Paid twice per month, or• Is a child support expense,Paid on a weekly or bi-weekly basis,</td><td>Multiply the reasonably anticipated expense by the frequency paid during the month to determine an average monthly amount. Convert the expense to a monthly amount by multiplying the amount by 4.33 or 2.167 as appropriate if income is also multiplied by these conversion factors.</td></tr></table>	If the expense is billed...	And...	Then...	Monthly,	Does not fluctuate, The amount fluctuates from month to month,	Use the monthly amount. Use the reasonably anticipated amount for each month.	Less often than monthly (every two months, once per year, etc.),	The expense is regularly scheduled, The expense is not regularly scheduled,	Average the expense over the interval between scheduled billings (e.g., every two months). The household may elect to average the expense over the period it is intended to cover or over the remaining months of the certification period. Note: Households reporting a one-time only medical expense may elect to have a one-time deduction or have the expense averaged over the certification period	More often than monthly,	<ul style="list-style-type: none">• Paid twice per month, or• Is a child support expense, Paid on a weekly or bi-weekly basis,	Multiply the reasonably anticipated expense by the frequency paid during the month to determine an average monthly amount. Convert the expense to a monthly amount by multiplying the amount by 4.33 or 2.167 as appropriate if income is also multiplied by these conversion factors.
If the expense is billed...	And...	Then...											
Monthly,	Does not fluctuate, The amount fluctuates from month to month,	Use the monthly amount. Use the reasonably anticipated amount for each month.											
Less often than monthly (every two months, once per year, etc.),	The expense is regularly scheduled, The expense is not regularly scheduled,	Average the expense over the interval between scheduled billings (e.g., every two months). The household may elect to average the expense over the period it is intended to cover or over the remaining months of the certification period. Note: Households reporting a one-time only medical expense may elect to have a one-time deduction or have the expense averaged over the certification period											
More often than monthly,	<ul style="list-style-type: none">• Paid twice per month, or• Is a child support expense, Paid on a weekly or bi-weekly basis,	Multiply the reasonably anticipated expense by the frequency paid during the month to determine an average monthly amount. Convert the expense to a monthly amount by multiplying the amount by 4.33 or 2.167 as appropriate if income is also multiplied by these conversion factors.											
3	Enter the reasonably anticipated expenses for each month of the certification period. Continue to use the monthly amount(s) until the household reports a change or at RC.												

Note: The actual amount of medical expenses should be entered into C-IV, and the Excess Medical Expense amount of \$35 per month will be automatically deducted.

Continued on next page

Calculating Monthly Deduction Amounts – All Other Expenses, Continued

New other expenses – SAR 7 or mid-period

If the household claims a new medical, dependent or court-ordered child support expense, either at SAR 7 or mid-period, the household must provide verification. Verification must be requested to be provided within 10 days. Use the following chart to determine the deduction/exclusion amount to allow:

If the Household...	Then...
Fails to provide verification,	Disallow the deduction.
Provides timely verification,	Allow the deduction/exclusion as follows: <ul style="list-style-type: none">• Determine a monthly amount (see instructions in the “Calculating monthly amounts for all other expenses at application or RC” block of this handbook section).• Use the monthly amount to determine eligibility/benefits for the remaining months of the certification period.

Continued on next page

Calculating Monthly Deduction Amounts – All Other Expenses, Continued

Changes to existing other expenses – SAR 7 or mid-period

If the household reports a change to an existing medical, dependent, or court-ordered child support expense, either at SAR 7 or mid-period, verification may be required (see the “Verification Requirements” section in Chapter 12 – Deductions/Exclusions of this handbook). The EW will take the following actions when a changed expense amount is reported:

Step	Action						
1	<p>Request verification, if applicable (see Chapter 12 – Deductions/Exclusions of this handbook for more information about verification requirements), and:</p> <table> <tr> <th>If verification is...</th><th>Then...</th></tr> <tr> <td> <ul style="list-style-type: none"> Requested, and Not received, </td><td> <ul style="list-style-type: none"> If reported mid-period: <ul style="list-style-type: none"> Allow the prior amount, and Send a No-Change NOA. If reported on the SAR 7: <ul style="list-style-type: none"> Disallow the deduction, and Send a disallowance NOA. </td></tr> <tr> <td>Received,</td><td>Go to Step 2.</td></tr> </table>	If verification is...	Then...	<ul style="list-style-type: none"> Requested, and Not received, 	<ul style="list-style-type: none"> If reported mid-period: <ul style="list-style-type: none"> Allow the prior amount, and Send a No-Change NOA. If reported on the SAR 7: <ul style="list-style-type: none"> Disallow the deduction, and Send a disallowance NOA. 	Received,	Go to Step 2.
If verification is...	Then...						
<ul style="list-style-type: none"> Requested, and Not received, 	<ul style="list-style-type: none"> If reported mid-period: <ul style="list-style-type: none"> Allow the prior amount, and Send a No-Change NOA. If reported on the SAR 7: <ul style="list-style-type: none"> Disallow the deduction, and Send a disallowance NOA. 						
Received,	Go to Step 2.						
2	Determine a monthly amount (see instructions in the “Calculating monthly amounts for all other expenses at application or RC” block in this handbook section).						
3	<p>Use the monthly amount to determine eligibility/benefits for the remaining months of the certification period, and:</p> <table> <tr> <th>If the change results in...</th><th>Then...</th></tr> <tr> <td>Increased benefits,</td><td> <ul style="list-style-type: none"> Make the change effective the month of report or month of change, whichever is later, and the remaining months of the certification period, and Issue supplements if needed. </td></tr> <tr> <td>Decreased benefits,</td><td> <ul style="list-style-type: none"> For CalWORKs: <ul style="list-style-type: none"> Hold over the action until the next SAR 7 or RC. Send a No-Change NOA. CalFresh: <ul style="list-style-type: none"> Decrease benefits the next month for which 10-day notice can be provided to the household. </td></tr> </table>	If the change results in...	Then...	Increased benefits,	<ul style="list-style-type: none"> Make the change effective the month of report or month of change, whichever is later, and the remaining months of the certification period, and Issue supplements if needed. 	Decreased benefits,	<ul style="list-style-type: none"> For CalWORKs: <ul style="list-style-type: none"> Hold over the action until the next SAR 7 or RC. Send a No-Change NOA. CalFresh: <ul style="list-style-type: none"> Decrease benefits the next month for which 10-day notice can be provided to the household.
If the change results in...	Then...						
Increased benefits,	<ul style="list-style-type: none"> Make the change effective the month of report or month of change, whichever is later, and the remaining months of the certification period, and Issue supplements if needed. 						
Decreased benefits,	<ul style="list-style-type: none"> For CalWORKs: <ul style="list-style-type: none"> Hold over the action until the next SAR 7 or RC. Send a No-Change NOA. CalFresh: <ul style="list-style-type: none"> Decrease benefits the next month for which 10-day notice can be provided to the household. 						

Note: For mid-period reports, if verification is not provided until after the 10-day request, the date that the verification is received is the new date of the report.

Deductions for Households with Ineligible Members

Introduction

If the household has an ineligible member, you must determine how much of the household's expense to use in the budget. It may be necessary to reduce or prorate the household's allowable deductions.

The Standard Utility Allowance (SUA), Limited Utility Allowance (LUA), Telephone Utility Allowance (TUA) and the Homeless Shelter Standard Deduction are never prorated within the household.

Reference

The following reference is applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-502.3

Households with ineligible members – expense treatment chart

Use the following chart to determine how much of the household's expense to use in the budget when the household has an ineligible member.

If the household contains a member who is ineligible due to the following status...	And this ineligible household member pays...			
	None of the expense	All of the expense	Part of the expense – <i>undefined</i> mount	Part of the expense – <i>defined</i> amount
<ul style="list-style-type: none"> • Supplemental Security Income/State Supplementary Payment (SSI/SSP) recipient¹ • Ineligible Student • Ineligible Able-Bodied Adult Without Dependents (ABAWD) 	Allow the full deduction for the household.	Do not allow a deduction for the household.	<i>SUA /LUA/TUA or Homeless Shelter Standard:</i> Allow the full amount. <i>All other expenses:</i> Prorate ² the expense.	<i>SUA /LUA/TUA or Homeless Shelter Standard:</i> Allow the full amount. <i>All other expenses:</i> Subtract the amount he/she pays and allow the remainder.
<ul style="list-style-type: none"> • Ineligible Noncitizen • SSN Disqualified 	<i>SUA /LUA/TUA or Homeless Shelter Standard:</i> Allow the full amount. <i>All other expenses:</i> If this ineligible household member has his/her own income or pays from own income/resources, prorate ² the expense.			
<ul style="list-style-type: none"> • IPV Disqualified • CalFresh Work Disqualified • Drug Felon • Fleeing Felon • Probation/Parole Violator 	Treat the member as if he/she were an eligible household member: Count all income and deductions as an eligible household member			

Note: All CalFresh cases are eligible to SUA effective 1/1/13 due to the implementation of the Low Income Home Energy Assistance Program (LIHEAP), however the household's utility expense must still be determined and entered into C-IV appropriately.

¹ If the SSI/SSP recipient is a child; treat the situation as if the child is paying "Part of the Expense – an undefined amount", unless proven otherwise.

² For prorating instructions see the "Prorating an expense" block.

Continued on next page

Deductions for Households with Ineligible Members, Continued

Prorating an expense

When a household with an ineligible member has an allowable expense to prorate, determine:

- Which household members to include in the proration calculation, and
- Whose prorated shares to count in the household's budget.

The following chart also shows how to determine this:

Household Member	Count on the Single Prorate Chart as...	
	"A" Share Counted	"B" Share Excluded
Eligible	X	
Ineligible due to IPV Disqualification, CalFresh Work Disqualification, Drug Felon, Fleeing Felon, or Probation/Parole Violator status	X	
Ineligible Noncitizen or SSN Disqualified who:		X
• Has own income, or		X
• Pays or obligates money to the expense using his/her own income or resources, or		X
• Does not have own income nor pay/obligate own income or resources to the expense, but another like member does have income or pay/obligate own income or resources to the expense		X
SSI/SSP Recipient, Ineligible Student, or Ineligible ABAWD, who pays an undefined amount towards the expense		X

If not listed above, he/she is not counted in the proration calculation.

Deduction Examples of Separate Households and/or Households with Ineligible Members

Introduction

The following are examples of when and how to prorate housing and utility expense deductions when a household includes ineligible members.

Note: The Standard Utility Allowance (SUA) amount used in the following example is the 2004/2005 amount of \$210.

Example 1 citizens and noncitizens

Living in the home:

- The customer: undocumented noncitizen mother with income who pays towards expenses.
- Child 1 and child 2: the customer's children who receive CalWORKs.

Total Rent: \$300

Total Utilities: \$210 SUA

Step	Determine...	
1	Households in the home:	Household = Customer, child 1, and child 2
	Number of households contributing:	One
	Household's share:	Rent = \$300 SUA = \$210
2	CalFresh household's share:	Rent = $\$300 \div 3$ (Customer, child 1, and child 2) = \$100 $\$100 \times 2$ (Child 1 and child 2) = \$200 SUA = \$210

Example 2 – defined amount

Living in the home:

- The customer: SSI/SSP recipient who pays \$200 towards expenses
- Child 1 and child 2: the customer's children who receive CalWORKs

Total Rent: \$300

Total Utilities: \$210 SUA

Step	Determine...	
1	Households in the home:	Household = Customer, child 1, and child 2
	Number of households contributing:	One
	Household's share:	Rent = \$300 SUA = \$210
2	CalFresh household's share:	Rent = $\$300 - \200 (SSI/SSP recipient's contribution) = \$100 SUA = \$210

Continued on next page

Deduction Examples of Separate Households and/or Households with Ineligible Members, Continued

Example 3 citizen, noncitizens, and ineligible student

Living in the home:

- The customer: undocumented noncitizens mother with income who pays towards expenses
- Child 1 and child 2: the customer's children who receive CalWORKs
- The customer's adult sister who purchases and prepares meals with the customer/her two children, is an ineligible student and does not share/pay expenses
- An unrelated adult who purchases and prepares meals *separately* and shares rent/utility expenses by paying \$150 toward rent and \$75 towards utilities

Total Rent: \$300

Total Utilities: \$210 SUA

Step	Determine...	
1	Households in the home:	Household 1 = Customer, child 1, child 2, and customer's adult sister. Household 2 = Unrelated adult
	Number of households contributing:	Two
	Household's share:	Rent = \$300 - \$150 (the unrelated adult's share) = \$150 SUA = \$210
2	CalFresh household's share:	Rent = \$150 ÷ 3 (Customer, child 1, child 2*) = \$50 \$ 50 x 2 (Child 1 and child 2) = \$100 SUA = \$210

* Customer's adult sister (ineligible student) does not contribute, and therefore is not included in the proration.

Example 4 IPV disqualified household member

Living in the home:

- The customer: IPV disqualified father
- Child 1 and child 2: the customer's children who receive CalWORKs
- An unrelated adult who purchases and prepares with the customer, is an SSI/SSP recipient, and contributes an undefined amount to rent/utilities

Total Rent: \$300

Total Utilities: \$210 SUA

Step	Determine...	
1	Households in the home:	Household = Customer, child 1, child 2, SSI/SSP recipient
	Number of households contributing:	One
	Household's share:	Rent = \$300 SUA = \$210
2	CalFresh household's share:	Rent = \$300 ÷ 4 (Customer, child 1, child 2, unrelated adult) = \$75 \$ 75 x 3 (Customer, child 1, child 2) = \$225 SUA = \$210

Note: Count the customer's entire income/share of expenses since he is IPV disqualified.

Continued on next page

Deduction Examples of Separate Households and/or Households with Ineligible Members, Continued

Example 5 CFAP

Living in the home:

- Customer and the customer's spouse who are California Food Assistance Program (CFAP) eligible parents with income who pay towards expenses
- Child 1 and child 2: Both federally eligible children

Total Rent: \$300

Total Utilities: \$210 SUA

Step	Determine...		
		Combined Budget	Federal-only Budget
1	Households in the home:	Household = Customer, spouse, child 1, child 2	Household = Customer, spouse, child 1, child 2
	Number of households contributing:	One	One
	Household's share:	Rent = \$300 SUA = \$210	Rent = \$300 SUA = \$210
2	CalFresh household's share:	Rent = \$300 SUA = \$210	Rent = $\$300 \div 4$ (Customer, spouse, child 1, child 2) = \$75 \$75 x 2 (Child 1, child 2) = \$150 SUA = \$210

Note: In the federal-only budget, rent is prorated within the household because the customer and spouse have income and are considered contributors. If they had no income, they would not be considered contributors and rent would not be prorated.

Net Income Eligibility

Introduction: determining the household's net income eligibility

Once you have determined the household's reasonably anticipated monthly net income the household is subject to the Net Income Eligibility Test.

Determine if the household is net income eligible by comparing the household's reasonably anticipated monthly net income to the Maximum Net Income standard for the household size (see the "Net Income Eligibility Test" block).

If net income eligible, the household's net income then determines the household's benefit level for the payment month/certification period.

Reference

The following reference is applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-503.3
-

Households subject to the Net Income Eligibility Test

Use the following chart to determine which households are subject to the Net Income Eligibility Test and what action to take

Household Type	Subject to the Net Income Eligibility Test?	Action
Non Assistance (NA)	Yes	Go to the "Net Income Eligibility Test" block of this handbook section.
Public Assistance / Non-Categorically Eligible (PA / Non-CE)	Yes	
Public Assistance Categorically Eligible (PA CE)	No	Skip to the "Benefit Level Determination" section of this chapter.
Elderly or Disabled	Yes	Go to the "Net Income Eligibility Test" block of this handbook section.

Modified Categorical Eligibility (MCE)

Non-Assistance CalFresh (NACF) cases must pass the Net Income Eligibility Test to be conferred Modified Categorical Eligibility (MCE). All NACF cases require a mandatory MCE **Journal** entry. See Chapter 8 – Resources of this handbook for more information regarding MCE cases and gross income eligibility.

Continued on next page

Net Income Eligibility, Continued

Net Income Eligibility Test

If the household is subject to the Net Income Eligibility Test (see the “Households subject to the Net Income Eligibility Test” block of this handbook section), compare the household’s reasonably anticipated net income with the maximum for their household size. The most current Maximum Net Monthly Income (100% of Federal Poverty Level (FPL)) chart can be found in Chapter 15 of this handbook or online at the TAD intranet sources under “Resources”.

Determining household size for net income eligibility test

“Household Size”: Count all household members **not** ineligible due to:

- Ineligible noncitizen or SSN disqualified
 - Intentional Program Violation (IPV) disqualified, Fleeing or Drug Felon, or Probation/Parole Violator
 - Supplemental Security Income/State Supplementary Payment (SSI/SSP) recipient
 - Ineligible Student
 - CalFresh Work Requirement Disqualified or Ineligible Able-Bodied Adults Without Dependents (ABAWD)
-

Net income eligibility/ineligibility action

Use the following chart to determine what actions to take when a household has been determined net income eligible or net income ineligible.

If the household is Net Income...	Then...
Eligible	Determine the household’s monthly benefit amount. See the “Benefit Level Determination” section of this chapter.
Ineligible	Deny or discontinue benefits as appropriate. <ul style="list-style-type: none">• For Semi-Annual Reporting (SAR) households, see the “SAR 7 Changes,” “Mandatory Report Mid-Period Changes,” “Voluntary Report Mid-Period Changes,” and “County-Initiated Mid-Period Changes” sections of this chapter.• For Change Reporting (CR) households: Deny the application or discontinue benefits with 10-day notice

Benefit Level Determination

Calculating the household's monthly benefit level

Households who are net income eligible (or not subject to the Net Income Eligibility Test) have his/her monthly benefit level determined by:

- The household's reasonably anticipated monthly net income,
- The household size anticipated for that payment month/certification period, and
- The corresponding CalFresh allotment amount for the household's income/size.

When Eligibility Determination and Benefit Calculation (EDBC) is run, the benefit level is automatically calculated based on the income, deductions and household size entered into the C-IV system.

Note: If manual computing is necessary, use the SAR 285B/DFA 285B or DFA 285D (for elderly/disabled households) and the "CalFresh Allotment Chart" (available on the Transitional Assistance Department (TAD) intranet website) or the CalWORKs/CalFresh Green Application to calculate the benefit amount. Use the calculated amount when overriding the allotment on the EDBC or when completing a Manual EDBC in C-IV.

Thrifty Food Plan

The Thrifty Food Plan (TFP) amount is the amount of maximum benefit allotment for a household with zero income. Refer to Chapter 15 of this handbook or the TAD intranet website under Resources for the most current TFP chart.

Benefit level determination without the CalFresh Allotment Chart

There may be times when the C-IV system is unavailable. Follow the steps below to manually determine the monthly benefit level without the "CalFresh Allotment Chart":

Step	Action
1	Multiply the Average Net Monthly Income (NMI) by .30 = X (Round up to the next dollar).
2	Minus the TFP amount for the household size from X = Benefit amount for a full month of CalFresh. Note: If initial month must be prorated, see the "Prorating initial month benefits" block in this section of the handbook.

Example: CalFresh household size of three with a NMI of 236.

$236 (\text{NMI}) \times .30 = 70.8$, round up to 71

$526 (\text{TFP for household size of 3 for October 2010}) - 71 = 455$ CalFresh allotment.

Note: Except for an initial month, all eligible one-and two-person households will receive the minimum CalFresh allotment, found in the CalFresh Allotment Tables (located on the Transitional Assistance Department (TAD) website > Resources > CalFresh Allotment Tables). Households of three or more persons will receive \$2, \$4, or \$6 allotments.

Continued on next page

Benefit Level Determination, Continued

Zero benefit determination

The following situations describe what the allotment or action taken should be when a zero benefit determination has been made.

If...	Then...
An initial month's calculation of benefits results in less than a \$10 allotment,	No benefit shall be issued for the initial month (regardless of household size).
<ul style="list-style-type: none">• Ineligible in the initial month, and• Eligible in the second month,	<ul style="list-style-type: none">• The household will be denied for the initial month, and• Approved for the second month.
In any month other than an initial month: <ul style="list-style-type: none">• An eligible household has three or more members, and• Is entitled to \$1, \$3, or \$5 allotments,	The eligible three or more member household will receive \$2, \$4, or \$6 allotments.
An eligible household with three or more members is entitled to no benefits,	The application will be denied.

Prorating initial month benefits

When the Beginning Date of Aid (BDA) is any day other than the first of the month, prorate the initial month's benefit amount. To determine the prorated benefit amount:

- Divide the number of eligible days by the number of days in the month to determine the pro-rate figure,
- Multiply the full allotment by the pro-rate figure, and
- Drop the cents.

Example: BDA is January 3. The full monthly benefit amount is \$486.

- 29 days divided by 31 days = .9355
- $486 \times .9355 = \$454.65$
- Drop the cents

The pro-rated initial month benefit amount is \$454.

Continued on next page

Benefit Level Determination, Continued

**Continuing
households:
When to make
the benefit level
effective**

When the new benefit amount is effective depends on:

- If and when the change was required to be reported,
- What type of change caused the new benefit amount, and
- If the new benefit amount is a decrease or increase.

For complete instructions on when to make a change effective, go to “SAR 7 Changes,” “Mandatory Report Mid-Period Changes,” “Voluntary Report Mid-Period Changes,” and “County-Initiated Mid-Period Changes” sections of this chapter.

If the household fails to report a change timely, determine if an overissuance (OI) occurred. If an OI occurred see the “Overissuance Procedures” section of this chapter.

SAR 7 Changes

The SAR 7 report

Households subject to Semi-Annual Reporting (SAR) are required to provide a SAR 7 at the end of the first six months of the certification period. The SAR 7 must be submitted by the extended filing date after the Submit Month in order to report:

- Data month income
- Any changes since the application or last Recertification (RC) interview up through the Data month
- Previously reported mid-period changes that weren't already verified
- Any reasonably anticipated changes of income.

Note: The household may also report mid-period changes on the SAR 7 that need to be identified and acted upon as mid-period changes (see the “Voluntary Report Mid-Period Changes” section of this chapter).

Reference

The following reference is applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-508
-

SAR 7 action

Using the SAR 7 information, as well as other supporting information when needed, the Eligibility Worker (EW):

- Determines the income, expenses, household composition and other circumstances reasonably anticipated to exist in the remainder of the certification period.
- Determines a monthly income amount (see the “Calculating Monthly Income Amounts” section of this Chapter).
- Determines the monthly expense amounts (see the “Calculating Monthly Deduction Amounts” section of this Chapter).
- Calculates the household's eligibility and monthly benefit amount for the remainder of the certification period.
- Makes any eligibility or benefit changes effective the first month after the SAR Submit Month.

Note: When there is not sufficient time to give 10-day notice for a benefit decrease, make the change effective as soon as 10-day notice can be given and establish an overissuance (OI) effective the first month of the SAR Payment Period.

Continued on next page

SAR 7 Changes, Continued

SAR 7 timeframes

For changes reported on the SAR 7, take action as follows:

The change occurred or was able to be reasonably anticipated for the next SAR Payment Period in the...	And the circumstance is reasonably anticipated to still exist...	Then...
Data month or earlier	<div>No</div> <div>Yes</div>	<div>Do not make the change.</div> <div> <ul style="list-style-type: none"> For the Submit Month: Treat the change as a mid-period report (see the “Mandatory Report Mid-period Changes” and “Voluntary Report Mid-period Changes” sections of this Chapter). For the remainder of the certification period: Use the change in determining eligibility and the monthly benefit amount for the remainder of the certification period. <ul style="list-style-type: none"> If the change results in decreased benefits for the remainder of the certification period, but there is not sufficient time to send 10-day NOA to make the change effective for the next month after the SAR Submit Month, make the change effective once 10-day notice can be sent and calculate an OI for the month(s) in which the higher amount was issued. </div>
Submit month	<div>No</div> <div>Yes</div>	<div>Do not make the change.</div> <div> <ul style="list-style-type: none"> For the Submit Month: Treat the change as a mid-period report (see the “Mandatory Report Mid-period Changes” and “Voluntary Report Mid-period Changes” sections of this Chapter). For the remainder of the certification period: Use the change in determining eligibility and the monthly benefit amount for the remainder of the certification period. <ul style="list-style-type: none"> If the change results in decreased benefits for the remainder of the certification period, but there is not sufficient time to send 10-day NOA to make the change effective for the next month after the SAR Submit Month, make the change effective once 10-day notice can be sent and calculate an OI for the month(s) in which the higher amount was issued. </div>

Note: Any changes that occurred in the Submit Month but were reported after the SAR 7 was submitted are considered voluntary mid-period reports for the six-month period after the SAR Submit Month. Because the information was not provided on the SAR 7, the change is not effective until the required verification is received.

Continued on next page

SAR 7 Changes, Continued

SAR 7 Example 1 – earnings stopped in Submit Month

A Non-Assistance CalFresh (NACF) household consists of a father, mother, and their two children. On the November SAR 7 submitted on 12/5, the household reports the father's job stopped on 12/2.

Action: Because the change occurred in the Submit Month (December), it is considered a voluntary mid-period report. Request verification of the job ending (if not received with the SAR 7) and allow 10 days. If verification is received within 10 days, revise the budget making the change effective for the Submit Month and issue a supplement. If verification is not received, the change is effective for the next SAR Payment Period beginning January because the change was reported on the SAR 7.

SAR 7 Example 2 – earnings started in Submit Month

The same NACF household as Example 1 reports that the mother got a job in the Data Month (November) and earnings started in the Submit Month (December). The change was known in the Data Month. The change would result in decreased benefits.

Action: The change (the new income) pertains to the Submit Month and is considered a voluntary mid-period report. Because the change results in a decrease, the EW does not have 10-day notice to decrease benefits for December. The change is effective for the next SAR Payment Period beginning January because the change was reported on the SAR 7.

Note: For a Public Assistance CalFresh (PACF) household, the change would also be effective in January because benefits cannot be decreased mid-period.

SAR 7 Example 3 – New earnings not reasonably anticipated

The same household as Example 1 reports that the mother got a job and earnings started in the Submit Month. Upon contacting the household, the EW discovers the mother's new earnings are too new and all information (rate of pay, numbers of hours, and pay frequency) is not known.

Action: Because the change could not be reasonably anticipated for the next SAR Payment Period, hold the change over until the end of the certification period and re-evaluate the income at RC.

Important: A Journal entry is required to document the case record how and why the determination was made to use or not use the reported information from the SAR 7.

SAR 7 Changes, Continued

**SAR 7 Example
4 – New
earnings
reasonably
anticipated for
AR/CO
CalWORKs
case**

The same NACF household as Example 1 reports that the father got a job in the Data Month (November). The first pay check received on 11/15 did not exceed the Income Reporting Threshold (IRT). The change would result in a decrease in benefits for CalWORKs and CalFresh as the case is Annual Reporting Child Only (AR/CO) for CalWORKs.

Action: This is not a mandatory report for an AR/CO case, because the income does not exceed IRT; therefore, no action should be taken to lower CalWORKs benefits mid-period. For CalFresh changes that will not be applied to the CalWORKs case, a manual budget and C-IV **Override** must be completed since income separation between CalWORKs and CalFresh programs is not currently available in C-IV.

Mandatory Report Mid-period Changes

SAR mandatory report changes Semi-Annual Reporting (SAR) households are required to report when the household's income exceeds the Income Reporting Threshold (IRT).

However, if a reported change triggers a benefit change in CalWORKs or any other public assistance program (e.g., General Relief (GR)), it must be acted upon for CalFresh, whether it results in an increase or decrease. (Medi-Cal is not considered a public assistance program.) See Chapter 12 – Budgeting of the CalWORKs Policy Handbook (CWPBH) for mandatory mid-period reports for CalWORKs.

Note: An additional mandatory mid-period report requires that Able-Bodied Adults Without Dependents (ABAWD) using their work hours to meet ABAWD requirements report any reduction in the number of hours worked to less than 20 hours per week or 80 hours per month. Effective April 1, 2009, the ABAWD program and its reporting requirements have been waived indefinitely.

CR mandatory report changes Change Reporting (CR) households are subject to different mandatory reporting requirements and must report certain changes within 10 days of the date the change becomes known to the household. See Chapter 9 – Reporting, “Change Reporting Households and Requirements” section, of this handbook for CR reporting requirements.

Reference The following references are applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-508
- MPP 63-509

Timely reporting The household must report mandatory mid-period report changes within 10 days of the change.

If the household reported timely, but due to 10-day NOA requirements a decrease could not be made effective for the next month, do not calculate an overissuance (OI).

How the household may report The household can report:

- Verbally, including in person or by phone, or
- In writing, including, but not limited to, the SAR 7

The Eligibility Worker (EW) may also discover information from a third party (see the Third Party Information section of this Chapter).

Continued on next page

Mandatory Report Mid-period Changes, Continued

IRT definition The IRT is the level of income which triggers the need for a household to make a mandatory report of a change in income. For CalFresh households, this includes both earned and unearned income.

Informing requirements Households must be informed of their IRT. Households will be notified of their IRT requirements on all change and no-change notices.

Note: The IRT will not be on a benefit change notice for Public Assistance CalFresh (PACF) cases, as the IRT will be on the CalWORKs notice.

IRT levels There are three IRT levels by which a household must report. CalWORKs families are subject to all three levels, starting with Level 1, while CalFresh households are only subject to Level 3.

For PACF households, if a report of income over the CalWORKs IRT is made, the CalFresh benefits shall also be recalculated, whether the result is an increase, decrease or termination of benefits.

The three levels are:

- Level 1 - Income that increases by 55% of the monthly income of a family of three at the Federal Poverty Level (FPL) over the last amount of income used to calculate their grant,
- Level 2 - The level at which a family of that Assistance Unit (AU) size becomes financially ineligible (recipient earned income limits), or
- Level 3 - 130% of the FPL for that family size.

Charts displaying the IRT levels are located in Chapter 15 - Charts of this handbook and the TAD intranet website under the “Resources” tab.

Continued on next page

Mandatory Report Mid-period Changes, Continued

IRT report – CalFresh-only

When income in excess of the Level 3 IRT is reported for a CalFresh-only case, the EW must take the following actions:

If income in excess of the IRT is reported, and the income is...	Then...
Not expected to continue,	<ul style="list-style-type: none"> Do not take action to discontinue CalFresh, and Send a No-Change Notice of Action (NOA).
Expected to continue,	Discontinue CalFresh at the end of the month in which 10-day notice can be given.

IRT report – CalWORKs/ CalFresh

While CalFresh households are only required to report if income exceeds Level 3, benefits for PACF households must be recalculated if a report of income over the CalWORKs IRT is made, whether the result is an increase, decrease or termination of benefits. NACF households may also require action if a CalWORKs IRT report is made.

The following table outlines CalFresh actions when an IRT report is made for CalWORKs (see the CalWORKs Policy Handbook (CWPHB) for more information about CalWORKs actions):

If the income...	Then...
Does not exceed the IRT for CalWORKs,	<ul style="list-style-type: none"> Do not take action, and Send a No-Change NOA.
Results in a discontinuance of CalWORKs,	Ensure Transitional CalFresh has been opened and that the correct income was used in the determination (see Chapter 14 – Transitional CalFresh of this handbook for more information).
Exceeds the IRT but does not result in a discontinuance of CalWORKs,	<p>Decrease CalFresh benefits at the end of the month in which 10-day notice can be given.</p> <p>Note: The benefit change NOA for CalFresh will not contain the new IRT amount; the new IRT will only be on the CalWORKs NOA.</p>
Is not expected to continue,	<ul style="list-style-type: none"> Do not take action, and Send a No-Change NOA.

Note: Verification of income exceeding the IRT for CalWORKs is not required. However, if the customer does submit verification of income and the verification is Verified Upon Receipt (VUR), action must be taken to adjust CalFresh benefits accordingly (whether or not the report requires a change in CalWORKs benefits).

Continued on next page

Mandatory Report Mid-period Changes, Continued

IRT and Overissuance (OI)

If the household reports income in excess of the IRT, and it is too late to discontinue the case with 10-day notice, an OI may be required. The report is considered timely if made within 10 days of the change of income. If the IRT report was:

- Timely – do not complete an OI.
- Not timely – complete an OI.

Note: If a customer reports income in excess of the CalWORKs IRT, and an overpayment (OP) is assessed, an OI is not required if the report is voluntary for CalFresh.

ABAWD work hour changes

ABAWDs who are meeting the work requirement through employment are required to report within 10 days when their work hours drop below 20 hours per week (or 80 hours averaged monthly).

When it is discovered that the ABAWD's work hours have dropped below 20 hours per week (80 hours per month):

- Determine if the ABAWD qualifies for a CalFresh E&T/ABAWD exemption or meets good cause criteria.
- If not exempt, determine if the ABAWD has used the “3-out-of-36 month” time limit.
- If not exempt and the ABAWD has used his/her three months, reduce or discontinue benefits at the end of the month in which 10-day notice can be provided.
- If the ABAWD had failed to report the change timely (within 10 days of the change), calculate an OI from the time the benefits would have been reduced/discontinued had the ABAWD reported timely.

For ABAWDs meeting work requirements through participation in a county-supervised activity, such as Workfare: The ABAWD is not required to report mid-period when hours decrease since the county has access to this information (see the “County-Initiated Mid-Period Changes section of this Chapter).

Acting on CalWORKs changes

If the household also receives CalWORKs benefits, the household will have additional mid-period mandatory reporting requirements for CalWORKs. If a reported change triggers action in a CalWORKs case, it must be acted upon for CalFresh, whether it results in an increase or decrease.

See Chapter 12 – Budgeting of the CalWORKs Policy Handbook (CWPHB) for the mandatory mid-period reports for CalWORKs.

Continued on next page

Voluntary Report Mid-period Changes

Introduction Semi-Annual Reporting (SAR) CalFresh households are not required to report any changes during the certification period except for the changes listed under the “Mandatory Report Mid-period Changes” section of this chapter. However, the household may voluntarily report changes at any time during the period. Any mid-period that is considered VUR must be acted upon by the Eligibility Worker (EW).

Reference The following references are applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-508
- MPP 63-509

How the household may report The household may report:

- Verbally, including in person or by phone, or
- In writing, including on the SAR 7 Eligibility Status Report (SAR 7).

Voluntary mid-period report – VUR When a voluntary mid-period change is reported, the EW must determine whether or not the report is Verified Upon Receipt (VUR). Information that is VUR requires action to be taken by the EW on the CalFresh case. See the “Verified Upon Receipt” section in Chapter 9 – Reporting for more information regarding VUR.

Verification requirements When a voluntary mid-period report requires verification, the EW must request verification by sending a Request for Verification (CW 2200) form and giving the household 10 days to provide the requested information. A Task must be set on the business day following the 10th day to check the status of the verification. If the household fails to provide the required verification within 10 days, the report is not VUR and the EW will send the household a CalFresh Mid Period No Change (NA CF NCH) form. The EW will also set a Task to address the reported change at the next SAR 7/Recertification (RC).

Note: If the household subsequently provides the verification, it is treated as a new report.

Continued on next page

Voluntary Report Mid-period Changes, Continued

VUR and household composition changes

A household composition change voluntarily reported by the head of household or a responsible adult household member is considered VUR and must be acted on. No action is required if a household composition change is reported by another source, as the change is a voluntary mid-period report.

While the report of a new household member is VUR when verified by the customer's statement, the new member's income may still need to be verified. If the added person's income:

- Results in the household exceeding the Income Reporting Threshold (IRT), see the "Mandatory Reports Mid-period Changes" section of this chapter for more information.
- Does not cause the household to exceed the IRT, income verification must be requested. See the "Add Person Application" section in Chapter 1 – Application for more information.

Note: If a household reports an address change mid-period, the accompanying shelter cost change must also be acted upon as the report is considered VUR.

Requesting verification on reports not VUR

When a household reports a change and does not provide verification at the time of the report (e.g., the customer reports an income change by phone), the report is not considered VUR. The following table identifies when verification should be requested when a reported change is not VUR:

If the change results in a(n)...	Then send the household a...
<ul style="list-style-type: none">• Increase of benefits, or• Decrease of benefits, and• The household's eligibility is in question,	CW 2200 form, requesting verification of the reported change within 10 days.
<ul style="list-style-type: none">• Decrease of benefits, and• The household's eligibility is <i>not</i> in question,	NA CF NCH form, notifying the household to report the change at the next SAR 7/Recertification (RC).

Note: Refer to the "Voluntary report mid-period changes" block in this handbook section for actions to take when verification is received.

Continued on next page

Voluntary Report Mid-period Changes, Continued

Household request for discontinuance

During the certification period, the household may request that:

- The entire household be discontinued, or
- Any individual be discontinued if he/she is no longer in the home or is an optional member.

Treat mid-period requests for discontinuance as follows:

If the household's request is made...	Then provide...
Verbally,	10-day Notice of Action (NOA) before discontinuing or decreasing benefits at the end of the month.
In writing,	Adequate notice before discontinuing or decreasing benefits at the end of the month (10-day NOA is not required).

Intake Budgeting for Mid-period Reports

Introduction This section explains how to handle mid-period reports or changes at intake.

Reference The following references are applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-508
 - MPP 63-509
-

Changes reported while case remains in intake When a case has been approved but is still assigned to the intake Eligibility Worker (EW), the intake EW is responsible for all mid-period changes that are reported by the household. The intake EW must take action according to the “Mandatory Report Mid-period Changes” and “Voluntary Report Mid-period Changes” sections of this chapter.

Note: Any change reported after the issuance of Expedited Service (ES) and Advanced Issuance (if applicable) will be treated as a mid-period change, except for changes verified by postponed verification.

Examples – Voluntary Mid-period Changes

Introduction

This section has a series of examples of voluntary mid-period changes in income. Use the examples to assist in **recalculating** benefits.

Example 1 – loss of job

Situation: A household consisting of a mother and two children is receiving CalWORKs of \$184 and CalFresh of \$164. The CalWORKs and CalFresh benefits are based on the mother having earned income of \$1,200 per month and monthly shelter expenses of \$600 rent and the Standard Utility Allowance (SUA) for utilities. The certification period for this case is March through February. On April 5, the mother reports she lost her job the day before. She states she will only receive one paycheck in April for \$600, and she anticipates no additional income after that.

Action: The Eligibility Worker (EW) immediately requests verification of the job loss, and the customer provides it April 10. The EW uses the new income to recalculate benefits for April, as well as the remaining months of the certification period. CalWORKs and CalFresh benefits are recalculated by running Eligibility Determination and Benefit Calculation (EDBC) using SAR 7 Run Reason and the following income amounts:

- \$600 for April
 - \$0 for May and ongoing
-

Example 2 –not Verified Upon Receipt (VUR)

Situation: On March 24, a Non-Assistance Cal Fresh (NACF) customer calls to report mid-period that she is eligible for Social Security Administration (SSA) benefits, and she will receive her first payment of \$300 on April 3. The household will not exceed the Income Reporting Threshold (IRT) with this new income.

Action: The income change is not considered Verified Upon Receipt (VUR) because the change was not verified at the time of the report, and further information is needed. The EW will send a No-Change NOA to the customer and Journal all actions.

Note: If the EW later receives an Income **and** Eligibility Verification System (IEVS) report verifying the SSA payment, the income is considered VUR, and the EW will decrease benefits by running EDBC using SAR 7 Run Reason effective the first month in which 10-day **notice** can be provided.

Example 3 – new income is VUR

Situation: In the same scenario as Example 2, the customer comes into the office on March 24th to report the SSA income and provides verification at that time.

Action: The income change is considered VUR because no further information is needed to verify the change. The EW will take action to decrease benefits by running EDBC using SAR 7 Run Reason effective May 1, which is the next available month in which 10-day notice can be provided.

County-Initiated Mid-period Changes

County-initiated mid-period changes

In addition to mandatory and voluntary mid-period recipient reports, the County is required to act on certain changes in eligibility status and benefit level that are considered independent from regular Semi-Annual Reporting (SAR) requirements and timeframes for CalFresh.

County-initiated changes may occur at any time during the certification period and must be made effective at the end of the month in which the change occurs and after timely and adequate (10-day) notice can be provided. Eligibility Determination and Benefit Calculation (EDBC) must be run with SAR 7 Run Reason in order to initiate a mid-period change to the budget.

Note: County-initiated mid-period changes involving a discontinuance of a person include discontinuing that individual's income and their portion of the shelter (if prorated).

Examples of county-initiated changes

County-initiated changes include:

- Imposing financial penalties (Intentional Program Violation (IPV) or CalFresh work disqualifications, etc.)
- Aid has been approved in another household
- California Food Assistance Program (CFAP)-funding status changes
- Adjustments necessary as a result of a late SAR 7 Eligibility Status Report (SAR 7) being submitted
- Certain changes made in the household's CalWORKs case
- Failure of a member of the household to comply with a Quality Control (QC) Review
- Cost of Living Adjustments (COLAs) for CalFresh, CalWORKs, General Assistance, and COLAs administered by the Social Security Administration (SSA)
- The County discovers Transitional CalFresh recipients have moved out of state and are receiving public benefits (CalWORKs or CalFresh) in another state
- A member of the household receives Supplemental Security Income/State Supplementary Payment (SSI/SSP)
- Approval of CalWORKs benefits
- An Able-Bodied Adult Without Dependents (ABAWD) individual:
 - Whose three-month time limit ends
 - Who is not exempt, does not reside in an area with an ABAWD waiver, and has regained eligibility but subsequently stops meeting the work requirements

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County-Initiated Mid-period Changes, Continued

Actions on County-initiated changes

For County-initiated changes, make changes effective as required, regardless of SAR timeframes.

Type of Change	Action
CalFresh work requirement disqualification	Make the change effective the first of the month after the change has occurred and 10-day notice can be provided.
Able-Bodied Adults Without Dependents (ABAWD) failure to comply	If the ABAWD does not qualify for a CalFresh E&T/ABAWD exemption, make the change effective the first of the month after the change has occurred and 10-day Notice of Action (NOA) can be provided.
IPV disqualification	<p>If the determination is by:</p> <ul style="list-style-type: none"> Administrative Disqualification Hearing: The change is made effective the 1st month following the date IPV person receives the Notice of Administrative Disqualification (CF 377.7A). IPV Person(s) signed a Disqualification waiver: The change is made effective the 1st month following the date IPV person receives CF 377.7A NOA. Court Order or Disqualification Consent Agreement (DCA): The change is made effective 45 days from date disqualification was ordered, or date DCA was signed.
Applied in another household	In cases where an individual has applied for aid in another household, benefits cannot be approved in the other case until the household member(s) is discontinued in the current case. Determine under which case the individual should be aided and, if appropriate, discontinue from the case to prevent duplicate aid.
CFAP-funding status changes	When a household member has a change in CFAP status, make the change effective on the first of the month following the change.
Late SAR 7	<ul style="list-style-type: none"> When reduced benefits cannot be made effective for the first month after the SAR Submit Month due to 10-day noticing requirement, issue benefits at the prior level for the first month, reduce benefits effective the first day of the next month after 10-day notice can be provided, and identify an overissuance (OI). See the "Overissuance Identification and Responsibility" section in this chapter for more information. When increased benefits cannot be made effective for the first month after the SAR Submit Month, issue a supplement for the first month.
CalWORKs grant change	<p>Mandatory mid-period reports for CalWORKs must be acted on for CalFresh. See the "Mandatory Report Mid-Period Changes" section of this chapter, under the "Acting on CalWORKs Changes" block.</p> <p>All other grant changes, including approval of a new CalWORKs grant, must be acted on to change CalFresh benefits. Make the change effective the first of the month after the change has occurred. If the change results in a decrease of CalFresh benefits, decrease benefits the next available month in which 10-day notice can be provided.</p>

7 ci bml-bjh UNYX Mid-period Changes, Continued

Actions on County-initiated changes (continued)

Type of Change	Action
CalWORKs grant change	<p>Mandatory mid-period reports for CalWORKs must be acted on for CalFresh. See the “Mandatory Report Mid-Period Changes” section of this chapter, under the “Acting on CalWORKs Changes” block.</p> <p>All other grant changes, including approval of a new CalWORKs grant, must be acted on to change CalFresh benefits. Make the change effective the first of the month after the change has occurred. If the change results in a decrease of CalFresh benefits, decrease benefits the next available month in which 10-day NOA can be provided.</p>

Third Party/Known to County Information

Known to County Information

Under certain circumstances, information will be “known to the county”. Examples of when there may be information known to the county are:

- An Employment Services Specialist (ESS) has received a:
 - Report of new employment, or
 - Request for child care payments in a case where no earned income has been reported.
 - A CalFresh Employment and Training (E&T) provider reports that a mandatory participant did not comply with CalFresh E&T participation requirements.
 - Information received on an Income and **Eligibility** Verification System (IEVS) Payment Verification System (PVS) report.
-

Third party information

Third party information is not known to the county and is a report from an anonymous source about a household’s circumstances.

Action on third party/known to county information

Take action on third party/known to county information as follows:

If the information is considered a...	Then
Mandatory report mid-period change	<ol style="list-style-type: none">1. Contact the household if any discrepancies with what the household has reported needs to be resolved.2. Act upon the change since it is known to the county. Refer to the Mandatory Report Mid-period Changes section of this chapter.
Voluntary report mid-period change	Refer to the Voluntary Report Mid-period Changes section of this chapter to determine what action is needed.

Note: When initiating a mid-period reported change, Eligibility Determination and Benefit Calculation (EDBC) must be run with SAR 7 Run Reason to apply the change. If SAR 7 Run Reason is not used, no change to the budget will occur and a No Change **Notice of Action (NOA)** will be generated by C-IV.

Known to county information example

Customer reports their earnings to their Medi-Cal Eligibility Worker (EW). The earnings exceed the CalFresh Income Reporting Threshold (IRT). The customer did not directly report the earnings to their CalFresh EW. Since the information is known to the county, it will need to be acted upon.

Multiple Mid-period Changes

Multiple mid-period changes

A household may have multiple changes during the certification period. Act upon these changes in accordance with SAR rules for “Mandatory”, “Voluntary”, “County-initiated” and “Third Party” reports.

Reference

The following reference is applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-508
 - MPP 63-509
 - All County Letter (ACL) 03-18
-

Actions

When a household reports multiple mid-period changes, act on each change separately, using the rule unique to that type of change. Do not combine the different circumstances to determine a change in benefits resulting from the combined changes.

Action on multiple mid-period reports will be taken individually and sequentially as reported.

Rules

When the customer reports multiple changes within a period, the following rules apply:

- Benefits may be decreased mid-period as a result of a mandatory report or county-initiated action (see the “Voluntary Reports Mid-period Changes” section of this chapter for information about actions to take due to voluntary mid-period reports), and
- Only act on “third party report” changes if the customer was required to report the change.

The Eligibility Worker (EW) must determine if the multiple changes are two or more separate and independent changes or if they are part of one change.

If the change meets the requirements of...	Then...
Mandatory Report change,	<ul style="list-style-type: none">• Take the action immediately with adequate and timely notice (10 days), and• Identify any related overissuance (OI) or underissuance (UI).
Voluntary Report change,	<ul style="list-style-type: none">• If the change causes an increase in benefits, take action within 10 days, once verified, or• If the change causes a decrease in benefits or ineligibility, refer to the “Voluntary Reports Mid-period Changes” section of this chapter for instructions regarding actions to take.
County-initiated change,	<ul style="list-style-type: none">• Take action immediately with adequate and timely notice (10 days), and• Identify any related OI or UI.
Third party information,	Follow the rules related to whether the information meets the requirements of a mandatory or voluntary report.

Note: See the related sections in this Chapter for the budgeting rules for these types of reports.

Examples – Budgeting Multiple Mid-period Changes

Introduction This section contains examples of budgeting multiple mid-period changes.

Example 1 – add person **Situation:** Public Assistance CalFresh (PACF) household consisting of Mom and her two children. The certification period is January through December. Mom reports the following on April 29th:

- Dad returned to the home on February 5th; he was not working at the time.
- Dad started working on April 10th, but the income does not exceed the Income Reporting Threshold (IRT) for CalWORKs. The income report is not considered Verified Upon Receipt (VUR).

Action: Since the add person (dad) has income, verification must be requested before he can be added to the case. The Eligibility Worker (EW) will send the household a Notice of Information/Verification Needed (CF 377.6) requesting the verification within 10 days.

Example 2 – add person still pending PACF **Situation:** A PACF household has a February through January certification period. Mom reports on March 5th that Dad moved into the home on that same date and does not have income. Dad's application is still pending when Mom reports on March 12th that Dad started working on March 7th. She also provides verification. The report is considered VUR.

Action: The EW must use Dad's income and treat it as part of the voluntary report to add Dad and not a separate incident. Dad will be added to the case effective April 1st.

Example 3 – add person verification not VUR **Situation:** The scenario is the same as Example 2, except Dad's income report is not VUR. Verification of Dad's income is requested on March 12th to be provided within 10 days. Verification is not provided by the due date.

Action: Dad will be denied from being added to CalWORKs since verification of his income was not provided timely. Since action is taken on CalWORKs, action must be taken on CalFresh as well.

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Overissuance Definitions

Introduction	<p>This section covers the budgeting of overissuances (OIs) and underissuances (UIs), and creating and activating recovery accounts.</p>
Policy	<p>The County is responsible for identifying, calculating, and collecting all CalFresh OIs. OIs must be put into benefit adjustment quickly so they can be collected in full.</p> <p>The Eligibility Worker (EW) is responsible for:</p> <ul style="list-style-type: none">• Identifying OIs,• Documenting the OIs in case Journals, and• Creating and activating recovery accounts.
Reference	<p>The following references are applicable to the information under this topic:</p> <ul style="list-style-type: none">• Manual of Policy and Procedures (MPP) 63-800, 63-801, and 63-802• All County Letter (ACL) 03-18, 09-12, 13-79, and 13-79E• All County Information Notice (ACIN) I-54-03, I-58-09, and I-24-13

Overissuance Definitions, Continued

Definitions

Activated Recovery Account: A recovery account that has been changed from pending to active status and is collected in C-IV.

Administrative Error OI: An OI caused by an error by the County, when the County possessed all information necessary to make a correct eligibility and benefit level determination.

Allotment: The amount of CalFresh benefits issued to the customer/household.

American Recovery and Reinvestment Act (ARRA): A grant from the federal government, known as Stimulus funds, which temporarily increases CalFresh allotment by 13.6% effective April 1, 2009.

Benefit Reduction: The recovery of an OI by reducing the CalFresh allotment to a currently eligible customer/household.

Date of Discovery: The date the information was received or available to make a determination of an under or OI in the CalFresh allotment.

Discrepancies: Includes, but are not limited to differences in current customer information, previous customer information, and/or documented third party information.

FIN 107 Collection Letter: A collection letter mailed monthly to all responsible parties assigned to a recovery account when the adult members are no longer active on a case. The FIN 107 is not a Notice of Action (NOA).

Lost Benefits: Benefits due to a household for past month(s).

Month of Discovery: The month the County obtained, or could have obtained by taking prompt action, information sufficient to support a determination both an OI occurred and the amount of such OI, or that the household was due a supplement/lost benefit. This is not necessarily the month the OI amount is calculated, nor the start month in which the EW calculates the OI.

Offsetting: A method of recovering all or a portion of an OI by applying it against lost benefits due to the household.

Overissuance (OI): The amount of CalFresh benefits the household has received to which it was not eligible. An OI may be all or a portion of an allotment.

Inadvertent Household Error (IHE) Overissuance: An OI caused by the household's failure to report or meet conditions of eligibility after being notified of their reporting responsibilities and the need to meet eligibility conditions.

Continued on next page

Overissuance Definitions, Continued

Definitions (continued)

Recovery: The recoupment of overissued CalFresh benefits. Recovery methods include allotment reduction, offsetting, voluntary repayment and collection by a county collection agency.

Recovery Account: An account set up to recover an OI, overpayment, or Child Care overpayment, or to track a Child Care Levy, Child Support Recovery Account, or Foster Care Trust Fund Account.

Responsible Party:

- All adult members of the household,
- The head of household in a household containing only minors,
- Sponsors of noncitizens when that sponsor did not have good cause or was at fault for an OI.

Snowballing OIs: When the benefit issuance is recalculated due to a new OI and the amount being adjusted for a prior OI is added to the new OI rather than added back to the balance owing for the prior OI (a new OI is computed in a month in which an existing OI is being adjusted through benefit reduction).

Supplement: Benefits due a household for the current calendar month, which was not previously issued or included with the regular CalFresh issuance.

Underissuance (UI): The amount of benefits the household is eligible to and has not received.

Voluntary Repayment: A voluntary cash repayment made to the County by a customer who has incurred an OI.

Overissuance Identification and Responsibility

Introduction This section contains the overissuance (OI) identification process. The Eligibility Worker (EW) is responsible for identifying OIs, and creating and activating **Recovery Accounts**.

Identifying an OI An OI occurs when the household receives more food stamp benefits than it is entitled to receive. OIs can be the result of, but are not limited to, the following:

- Customer failure to report accurately and completely;
- County error;
- Customer late reporting; and
- EW failure to act.

Note: No changes with identifying or computing OI when allotment contains the 13.6% increase from the American Recovery Reinvestment Act of 2009 (ARRA) funds.

Late reporting OIs “Late reporting” applies to the timing of *mandatory mid-period reports*, as well as the timing of the submission of the SAR 7 **Eligibility Status Report (SAR 7)**.

Mid-period timely reports No OI will be identified due to the County’s inability to issue the correct benefit amount due to the 10-day notice requirement when the customer reported a mid-period change timely, completely, and accurately.

Example: CalFresh customer reports mid-period on 10/25 that he/she started receiving income on 10/20, and income now exceeds the Income Reporting Threshold (IRT). The report was made timely, however, there is no 10-day notice to discontinue the case for November. The EW must allow November benefits to be released and discontinue the case 12/1. There is no OI for November.

When OIs will not be identified *No OI or UI will be identified* when actual income received during a month/certification period differs from the amount of income reasonably anticipated, as long as the customer met his/her mandatory reporting obligations completely and accurately.

No reconciling based on actual income will be done so long as the requirement to report completely and accurately is met and the EW averaged and issued the benefits correctly based on his/her determination of reasonably anticipated income.

No claim against the household may be made when the EW failed to make sure that the household:

- Signed the application form.
 - Completed a current work registration form.
 - Was certified in the correct county.
-

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Overissuance Identification and Responsibility, Continued

EW OI responsibility

When an overissuance has been discovered, the EW is responsible for:

- Identifying the reason the OI(s) occurred;
 - Calculating the amount of the OI by running EDBC (Eligibility Determination and Benefit Calculation);
 - Creating and activating the recovery account in C-IV, and
 - Documenting the OI/recovery account in the case journal, and
 - Sending a Notice of Action (NOA) to notify the customer of the OI.
-

Other EW responsibility

The EW is responsible for all actions on his/her assigned workload including OIs. The EW will:

- Perform all routine eligibility functions for all cases, including those with OIs.
- Ensure the income, deduction(s), and household size are correct.
- Clarify any missing or conflicting information.
- Identify the OI.
- Create and activate the Recovery Account.
- Document the Recovery Account in the case journal.
- Send the NOA to notify the customer of the OI.
- Research the case record and respond to any questions the customer may have regarding the OI. This includes the balance, calculation, and recovery methods.
- Answer customer questions regarding an OI.

The EW **will not** refer the customer to the Quality Review Specialist (QRS) or to Auditing when a customer has questions regarding an OI.

Note: When establishing a CalFresh OI, the OI amount is computed by determining the actual household circumstances, including changes the household failed to report, including increases and decreases in income.

Timeframe

It is county policy that EWs create and activate recovery accounts for all OIs by the end of the month in which the benefits were issued.

Example: Late SAR 7 with income processed on April 26th. An OI is identified for May. Set a Task to create and activate a recovery account by May 31st. The Task should state: Recovery Account Month/Year, i.e. 05/YYYY.

Continued on next page

Overissuance Identification and Responsibility, Continued

Complex Recovery Account issues

There are instances where the EW is unable to complete an OI action due to the complexity of the action. Examples include, but are not limited to:

- Unresolved Income and Eligibility Verification System (IEVS) discrepancies,
- Ongoing OI adjustment and new OI identified for the same month, and
- Recovery Account created in error and adjustments are being collected.

The Program Integrity Division's (PID) Quality Review Unit (QRU) has QRSS available to assist eligibility staff with:

- Resolving complex Recovery Account issues,
- Voiding Recovery Accounts, and
- Answering questions related to Recovery Accounts.

In these situations the Eligibility Worker Supervisor (EWS I) or Eligibility Worker III (EW III) will refer the issue to QRU via the **Recovery Account Inbox** in Outlook. See the Contacting QRU via the **Recovery Account Inbox** block in this handbook section for request information.

EWs will not contact QRU directly regarding complex Recovery Account issues.

Contacting QRU via the Recovery Account Inbox

A **Recovery Account Inbox** has been set-up in Microsoft Outlook. EW IIIs or EWS Is may send an e-mail to the inbox when assistance with a **Recovery Account** is needed.

Case information must be sent on an attachment in compliance with Personally Identifiable Information (PII) mandates. The subject line of e-mails sent to the Recovery Account inbox should identify whether the request is regarding:

- A **Recovery Account** question.
- A void request, **and:**
 - Void requests must include the recovery account number and specific reason for the void, such as rescinding discontinuance, incorrect income used, etc. Do **not** use "Created in error", and
 - **EW IIIs are not to send void requests, as an EWS I must review the request and case to ensure it is appropriate to void the Recovery Account.**
- Requesting assistance with a complex budget.

Note: EWs are responsible to obtain any needed documentation so the QRS can compute the OI.

Overissuance Examples

Introduction

This section contains a series of overissuance (OI) examples to assist in the identification of OIs.

Example 1 – late SAR 7

Situation: In a July through June certification period, a household submits a SAR 7 late, on December 23. The customer reports starting a new job in November and indicates that she is receiving \$800 earnings each month.

Action: The EW is unable to decrease benefits effective January 1 due to the inability to provide 10-day notice. The EW will make the change effective February 1 and establish an OI for January's benefits because the late reporting caused the inability to decrease benefits timely.

Example 2 – failure to report income

Situation: A case is in the January through December certification period. On April 5th, the County determined through a Payment Verification System (PVS) report that a household had Unemployment Insurance Benefits (UIB) that exceeded the Income Reporting Threshold (IRT). The household is still receiving the same level of income and has never reported the income on a mid-period report, on any SAR 7 submitted, or during any Recertification (RC).

Action: The EW determines the household should have reported this change by April 15th, and should have been discontinued due to financial ineligibility effective April 30th. The EW will:

- Discontinue the CalFresh as soon as possible with 10-day notice,
 - Identify a **Recipient Error** OI for all CalFresh benefits received beginning May through discontinuance, and
 - **Create** and **Activate** the **Recovery Account** in C-IV for the OI.
 - **Generate, Print** and send the OI notice to the customer.
-

Example 3 – EW failure to act

Situation: A household consisting of Mom, Dad, and two children is in the February through January certification period. On the June SAR 7 submitted on July 5, the household reports Dad started a job on June 10. The income is expected to continue at the same level for the remainder of the certification period. The EW failed to use the newly reported income to determine benefits for the next remainder of the certification period starting in August.

Action: If using the income to calculate benefits would have resulted in a lower benefit amount, the EW must:

- Take action to decrease benefits as soon as possible with 10-day notice;
 - Identify an **Administrative Error** OI for the amount of all benefits the household was not entitled to receive beginning August 1;
 - **Create** and **Activate** a **Recovery Account** in C-IV for the OI;
 - Document the OI amount and reason in the Journal; and
 - Send Notice of Action (NOA) to notify customer of OI.
-

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Overissuance Examples, Continued

Example 4 – voluntary report, failure to report

Situation: A household consisting of Mom (with no income) and two children is in the March through February certification period. Dad moves into the home on April 16. Dad is full-time employed, and the household never reports he is in the home. In December of that year, the EW finds out Dad is in the home and has been there since April 16.

Action: Because the Dad's income is over the income limits, the household is not eligible to CalFresh. The household was not required to report Dad in the home (nor his income) until August, when the July SAR 7 was due. The EW must:

- Take action to discontinue CalFresh as soon as possible with 10-day notice;
 - Identify a **Recipient Error** OI for CalFresh benefits received beginning September 1;
 - **Create** and **Activate** a **Recovery Account** in C-IV for the OI;
 - **Generate, Print** and send the OI NOA to the customer; and
 - Document the OI amount and reason in the Journal.
-

Example 5 – excess property

Situation: A household consisting of Mom, Dad, and one child is in a March through February certification period. The household reports on the July SAR 7 (due in August) that in April, the household received a \$4000 inheritance, but the household used the money to pay past-due medical bills.

Action: The EW determines the household is property eligible for the remainder of the certification period. The EW will not identify an excess property OI for any months because the household was not required to report property changes as a mid-period report.

Example 6 – incorrect income reported, failure to report – NA CF

Situation: A Non-Assistance CalFresh household applies for benefits in January and inaccurately reports they have gross income of \$500 per month (income is actually \$900 per month). In March, the household stops working but does not report the loss of income. In May, an Income and Earnings Verification System (IEVS) match reveals that the household actually had income of \$900 for January, February, and March and the employment terminated in March. Since January, the household was issued benefits based on the reported income of \$500 per month.

Action: The EW calculates an OI based on income of \$900 per month for the months of January, February, and March, which are the months the household actually received the income. Since the income stopped in March, it is not used in the calculation of benefits for April and May (as no income was received in those months).

Continued on next page

Overissuance Examples, Continued

Example 7 – failure to report excess resource – PA CE

Situation: A household is in a January through December certification period. In April, the household receives a \$4,000 inheritance. In May, the household still has \$3,800 of the inheritance. The household does not report the \$3,800 on the May SAR 7, submitted on June 10. The County finds out about the resource from an Asset Match in September, contacts the household, and learns they still have the money in a bank account.

Action: The household should have reported on the May SAR 7 they received the inheritance and still had \$3,800 left. Had the EW known about the resource, the EW would have discontinued CalFresh effective July 1. The EW will:

- Discontinue CalFresh as soon as possible with 10-day notice;
 - Identify a **Recipient Error** OI for all CalFresh benefits beginning July 1;
 - **Create** and **Activate** a **Recovery Account** in C-IV for the OI;
 - **Generate, Print** and send the OI NOA to the customer; and
 - Document the OI amount and reason in the Journal
-

Example 9 – actual and reasonably anticipated income differ

Situation: A family is in an April through March certification period. The parent is part-time employed and correctly and accurately reports this information on the August SAR 7 received in September. The EW determines benefits for the remainder of the certification period (starting in October) based on this information. In October, the parent reports that he/she unexpectedly obtained another part-time job (not in excess of IRT), so the parent's actual income for the remainder of the certification period is different from the reasonably anticipated income the EW used to determine benefits when processing the SAR 7.

Action: Because the income from the second part-time job was not anticipated, the EW correctly determined benefits based on income that was reasonably anticipated on the SAR 7. The EW **will not** identify an OI for the October based on the difference between actual and reasonably anticipated income, but the change will be treated as a voluntary mid-period report for the remaining months of the certification period.

Overissuance Procedures

Introduction

An overissuance (OI) may be identified at any time, including:

- When processing a
 - SAR 7 or mid-period report change report (Semi-Annual Reporting (SAR) households),
 - Change report (Change Reporting (CR) households),
 - Recertification (RC), or
- During any review of the case record.

When a potential OI has been identified and requires more information or clarification, the Eligibility Worker (EW) will contact the customer. The EW will clarify any missing or conflicting information.

An unworked or late SAR 7, mid-period or change report does not automatically indicate an OI. The EW must complete a budget to determine whether a resulting OI exists.

When an OI is not to be established

Per regulation, no OI claim is to be established when:

- Administrative caused errors result in an OI of \$35 or less for active cases,
- Administrative caused errors result in an OI of \$125 or less for inactive cases.
- The computation of the OI was not completed within three years of the occurrence of the OI, or
- The date of discovery of the OI is greater than six years ago.

Note: An OI can still be collected if the OI account was established more than six years ago.

Notice to household of OI and promissory note

The notices below include a promissory note that the customer can fill out and return with their choice on how to pay back the OI:

- The DFA 377.7C Notice of Action (NOA) notifies the household an OI has been computed due to an inadvertent household error.
- The DFA 377.7E1 NOA notifies the household an OI has been computed due to an agency error. These notices include a promissory note the customer can fill out and return with his/her choice on how to pay back the OI.

Note: If the household loses the promissory note, a replacement can be reprinted out of C-IV. Reprint the promissory note that was sent to the customer regarding the overissuance. Do **not** reprint and send the NOA, as this will give the customer new hearing rights.

Continued on next page

Overissuance Procedures, Continued

Newly identified OI – open case When an OI has been identified on an open case, the following actions will be taken:

Step	Action
1	Identify the OI from available information including: <ul style="list-style-type: none">• SAR 7s,• Income and Eligibility Verification System (IEVS),• Customer interviews,• Complaints,• Case reviews, etc.
2	Obtain all information necessary to calculate the OI and resolve any discrepancies.
3	Update the C-IV data screens for the change that caused the OI, such as, increased income or newly acquired property.
4	Run Eligibility Determination and Benefit Calculation (EDBC) for each month of the OI.
5	Create and activate the recovery account (see C-IV User Guide). Note: Assign all adult members and only adult members aided at the time the OI occurred as the responsible parties for the recovery account.
6	Complete and send the customer the appropriate NOA by selecting the Generate NOA button in C-IV.
7	Complete a narrative entry in the case journal describing the: <ul style="list-style-type: none">• Cause of the OI,• Date(s) involved, and• Action(s) taken.

OI and Transitional CalFresh

The chart below explains when an OI for Transitional CalFresh can and cannot be computed:

If...	Then...
Transitional CalFresh benefits were issued in line with Transitional CalFresh regulations and issued based on prior month information minus the CalWORKs grant	There is no OI in the Transitional CalFresh case (regardless of if the prior month information was correct or incorrect).

Continued on next page

Overissuance Procedures, Continued

OI and Transitional CalFresh (continued)

If...	Then...
Transitional CalFresh benefits were: <ul style="list-style-type: none">• Not issued in accordance with Transitional CalFresh regulations, or• Issued based on information other than the prior month's information minus the CalWORKs grant,	<ul style="list-style-type: none">• There is an Underissuance (UI) or OI in the Transitional CalFresh case, and• The budget will be corrected in accordance with Transitional CalFresh regulations, using the prior month's information.
An Intentional Program Violation (IPV) has occurred,	The Transitional CalFresh period will be included in the OI computation for the IPV individual(s).

Note: If there is an existing OI in the regular CalFresh case and the case transfers to Transitional CalFresh, the OI will continue to be collected.

OI and discontinued cases

The EW will follow the steps in the “Newly identified OI – open case” block of this handbook section when creating an OI for a discontinued case.

Discontinued case with an OI balance owing

When the EW discontinues a case with an existing OI balance, he/she will take the following actions:

Step	Action
1	Complete the discontinuance action in C-IV. Note: If the discontinuance is due to an Inter County Transfer (ICT), notify the receiving county of the amount of the OI balance owing on the CF 215.
2	Accept the OI demand notice that is automatically generated by C-IV.

Mid-period report of IRT and OI

When a customer fails to report income mid-period exceeding the CalFresh Income Reporting Threshold (IRT) with the Semi-Annual Report (SAR), an OI will be established.

Note: If a SAR customer fails to report income mid-period exceeding the CalWORKs IRT, an OI will not be established unless the unreported income also exceeds the CalFresh IRT.

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Overissuance Procedures, Continued

Aid Paid Pending

Aid Paid Pending (APP) requests require specific actions. In addition to these actions, the household is given timely 10-day notice prior to decreasing benefits. If 10-day notice cannot be given, CalFresh will not be reduced until timely 10-day notice can be given.

When APP is granted for...	Then...
CalWORKs,	Use the actual CalWORKs grant paid to the household to determine the CalFresh allotment. Note: The CalFresh allotment can be decreased mid-period because the information is "known to the county."
CalFresh,	Send the DFA 377.1 APP – CalFresh Notice of Aid Paid Pending to the customer.

OIs due to unreported income

When computing an OI due to unreported income, the OI amount is calculated without allowing the earned income deduction. C-IV will calculate the OI without allowing the earned income deduction automatically; however, the CalWORKs/CalFresh Budget Application located on the TAD website>Tools>Budgets>TAD Budget Applications, will **not** exclude the earned income deduction.

When determining an OI and C-IV is not providing the correct calculation, EWs must complete a "paper" budget using the CF 285 SAR CalFresh Budget Worksheet/Semi-Annual Reporting Households or DFA 285 B CalFresh Budget Worksheet/Change Reporting Household following the steps below:

Step	Action
1	Complete the following on page: <ul style="list-style-type: none">• One:<ul style="list-style-type: none">– The case information section, and– Any other applicable sections.• Two:<ul style="list-style-type: none">– Part 3 - Net Income, section D, with:<ul style="list-style-type: none">✓ The gross income amounts from page one, and✓ Zero in line 2. The customer is not entitled to the earned income deduction.– Part 3 - Net Income, sections E through L, as applicable.– Parts 4 and 5, as applicable.
2	Image the budget into the case record.

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Overissuance Procedures, Continued

OIs due to unreported income (continued)

Step	Action						
3	<p>Compare the allotment amount from the “paper” budget with the EDBC allotment amount, and:</p> <table> <tr> <th>If the allotment on the paper budget is...</th><th>Then...</th></tr> <tr> <td>Equal to the EDBC allotment,</td><td> <ul style="list-style-type: none"> • Complete the C-IV Income Detail page with the correct income amounts, • Run EDBC, • Journal all case actions, and • Stop here. </td></tr> <tr> <td>Less than the EDBC allotment,</td><td>Go to Step 4.</td></tr> </table>	If the allotment on the paper budget is...	Then...	Equal to the EDBC allotment,	<ul style="list-style-type: none"> • Complete the C-IV Income Detail page with the correct income amounts, • Run EDBC, • Journal all case actions, and • Stop here. 	Less than the EDBC allotment,	Go to Step 4.
If the allotment on the paper budget is...	Then...						
Equal to the EDBC allotment,	<ul style="list-style-type: none"> • Complete the C-IV Income Detail page with the correct income amounts, • Run EDBC, • Journal all case actions, and • Stop here. 						
Less than the EDBC allotment,	Go to Step 4.						
4	Run EDBC for the month affected.						
5	Click the Override Allotment button. The Override Detail page will appear.						
6	<ul style="list-style-type: none"> • Select Erroneous Calculation from the Override Reason drop down box. • Enter the allotment amount from the “paper” budget in the Override Amount box. • Click Save and Return. 						
7	Click Accept on the CalFresh EDBC Summary page. The Select Recovery Account page will appear.						
8	<ul style="list-style-type: none"> • Select a Recovery Account listed, or • Create and activate a new account by clicking the Add Recovery Account button, and complete the following as indicated: <ul style="list-style-type: none"> – Cause = CalFresh - Potential IPV – Reason = Unreported Income – Other – Comments = Person with income and month of OI <p>Note: After activation of the Recovery Account, EWs must send a NOA. C-IV will generate the NOA when the EW clicks the Generate Form on the Recovery Account Detail page.</p>						
9	Journal all case actions.						

Methods of Overissuance Recoupment

Introduction

This section describes the methods of overissuance (OI) recoupment:

- Offsetting,
 - Cash payments,
 - EBT Debit, and
 - Allotment reduction.
-

Offsetting procedures

An OI may be recouped in full or in part by applying an underissuance (UI) due for a previous month against an OI. During the offset procedure the following are not allowed:

- A current calendar month's UI (supplement) may not be used to recoup an OI.
- If the minimum benefit allotment for an eligible household size of one member is approved, the OI cannot be recouped.
- No Administrative-caused OI can be collected through offsetting of supplemental benefits due to the Lopez v. Glickman court case.

Note: Offsetting will be completed in C-IV as necessary and per regulations.

Cash payments procedure

The household may make a partial (installment) or a full cash (lump sum) payment on an OI in the district office.

The customer will receive a DFA 377.7E1, CalFresh Repayment Agreement (an agreement to reimburse) when a recovery account is established. If the form is signed by the customer and returned to the district office, it is imaged into the case record.

Payments may be:

- Made by cash, check or money order, and
- Turned in to the district office, or
- Sent to HS Auditing/Collections.

Note: Only authorized clerical staff can accept negotiables such as cash, checks and money orders.

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Methods of Overissuance Recoupment, Continued

EBT debit procedure

The household may request to have an installment or lump sum amount of its CalFresh benefits deducted from the EBT account as a one-time debit. The steps to this process are:

- Have the customer complete the DFA 377.7E1, CalFresh Repayment Agreement and
 - Forward the completed DFA 377.7E1 to HS Auditing/Collections.
-

Allotment reduction

The household may pay back an OI by having its CalFresh benefits reduced by a specific percentage rate of the calculated benefits, depending on the type of OI, unless the OI is less than \$35. If the OI is less than \$35, no reduction in the household's allotment is allowed.

The household may designate an amount higher than the minimum percentage to be deducted monthly; however, the household may not designate an amount lower than the minimum percentage to be deducted monthly. Refer to the chart below for reduction amounts:

Administrative Error (AE)	Inadvertent Household Error (IHE)	Intentional Program Violation (IPV)
5% or \$10, whichever is more.	10% or \$10, whichever is more, until paid in full.	20% or \$20, whichever is more, until paid in full.

Multiple over-issuances

An AE OI **cannot** be collected through benefit reduction with any other type of OI at the same time.

AE 36-Month recoupment period

Due to the Lomeli v. Saenz Court Case, AE OIs established after 3/1/2000 may only be recouped for a period of 36 months once the benefit reduction starts. The 36-month clock continues even if CalFresh benefits are discontinued during that time.

Any remaining balance after the 36-month period will be forgiven.

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Methods of Overissuance Recoupment, Continued

AE OI Closed Cases

The following process occurs for closed CalFresh with an AE OI established after 3/1/2000, which has not started collection:

- HSS Collections will follow normal collections procedures.
- The 36-month period will not start until the CalFresh program is reopened and the first benefits are reduced.

The following process occurs for CalFresh programs discontinued during the 36-month collection period:

- The time continues to count towards the 36 months.
- HSS Collections will continue normal collections procedures until the end of the 36-month period or the overissuance is paid in full.
- C-IV automatically terminates the recovery account in the 36th month.

Note: Benefit reduction will resume at any time the CalFresh program is reopened during the 36-month period with an outstanding overissuance balance. C-IV automatically terminates the recovery account in the 36th month.

FIN 107 Collection Letter

Introduction The FIN 107 collection letter is mailed monthly to all responsible parties assigned to a recovery account when the adult member(s) is no longer active on a case. The FIN collection letter is not a Notice of Action (NOA). This section includes information about the FIN collection letter process.

Assignment of responsible party A responsible party is any or all of the following adults, age 18 or over at the time an overissuance (OI) occurs:

- Aided
 - Timed out
 - Penalized
 - Sanctioned
 - Teen parent on a senior parent's CalWORKs case
 - Non Needy Caretaker (NNC) (any age)
-

More than one responsible party A recovery account can include more than one responsible party. If a recovery account has more than one responsible party, each party will receive a FIN 107 collection letter as long as that person is not currently in benefit adjustment for that recovery account. When researching the time period for the collection, it is important to remember to only provide case information pertaining to the time period in which the adult was part of the case. **Confidentiality rules still apply** to all current case information.

Example: An OI occurred in 10/06. At that time the CalFresh case included mom, dad, and two mutual children. The current CalFresh case includes mom, Unrelated Adult Male (UAM), and two children. Dad and mom both received a FIN 107 collection letter regarding the 10/06 OI. Dad calls requesting information regarding the OI. Since dad is no longer in the home, Human Services (HS) Auditing and the Eligibility Worker (EW) can only discuss information related to the time period dad was aided (10/06). No current information regarding mom's case can be shared.

Responsible party in C-IV The FIN 107 collection letter is sent based on the recovery account(s) in C-IV with the responsible party box checked "yes". It is imperative that the EW ensure the three (3) questions on the **Responsible Party Detail** page in C-IV are all answered "yes".

FIN 107 mailings The FIN 107 collection letter is mailed monthly as long as a customer makes a payment. If no payments are received after 90-days, the FIN 107 collection letter will stop being mailed.

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FIN 107 Collection Letter, Continued

FIN 107 collection process

The following chart outlines the process that will occur with the mailing of the FIN 107 collection letter:

Stage	Description						
1	C-IV generates the FIN 107 collection letter and mails to each responsible party.						
2	Customer calls the collections telephone number for HS Auditing provided on the letter.						
3	<div>HS Auditing:<ul style="list-style-type: none">Explains to the customer:<ul style="list-style-type: none">When the OI occurred.Whether the OI was caused by the Agency or the customer.That a NOA was mailed when the OI was initially activated.The repayment options available.Researches C-IV if the customer is not satisfied with the explanation or information, and:</div> <table><tr><th>If there is...</th><th>Then the customer will be...</th></tr><tr><td>An active CalWORKs or CalFresh case,</td><td>Referred to the current EW.</td></tr><tr><td>No active CalWORKs or CalFresh case,</td><td>Given the State phone number to call and file an Administrative Hearing.</td></tr></table>	If there is...	Then the customer will be...	An active CalWORKs or CalFresh case,	Referred to the current EW.	No active CalWORKs or CalFresh case,	Given the State phone number to call and file an Administrative Hearing.
If there is...	Then the customer will be...						
An active CalWORKs or CalFresh case,	Referred to the current EW.						
No active CalWORKs or CalFresh case,	Given the State phone number to call and file an Administrative Hearing.						

Continued on next page

FIN 107 Collection Letter, Continued

EW collection process

When the customer has been directed to the EW by HS Auditing or if the customer calls his/her current EW instead of HS Auditing, the EW will take the following steps:

Step	Action						
1	Research the recovery account(s) in C-IV listed on the FIN 107 collection letter for this responsible party to explain how and when the OI occurred.						
2	Research the case linked to the recovery account, (even if it is not the current case assigned to the EW) in C-IV, to determine when the original NOA was sent to the customer and remind him/her of the 90 days he/she had to file for a hearing.						
3	<div>Explain the repayment options available to the customer. If the customer would like to take advantage of the repayment options, he/she must complete the repayment agreement that was part of the original NOA for the OI.</div> <table><tr><th>If the...</th><th>Then...</th></tr><tr><td>Customer does not have the repayment agreement,</td><td>A copy of the original NOA can be:<ul style="list-style-type: none">• Printed out of C-IV, and• Sent to the customer.</td></tr><tr><td>OI occurred prior to C-IV,</td><td>Refer the customer to HS Auditing at (909) 381-6405.</td></tr></table>	If the...	Then...	Customer does not have the repayment agreement,	A copy of the original NOA can be: <ul style="list-style-type: none">• Printed out of C-IV, and• Sent to the customer.	OI occurred prior to C-IV,	Refer the customer to HS Auditing at (909) 381-6405.
If the...	Then...						
Customer does not have the repayment agreement,	A copy of the original NOA can be: <ul style="list-style-type: none">• Printed out of C-IV, and• Sent to the customer.						
OI occurred prior to C-IV,	Refer the customer to HS Auditing at (909) 381-6405.						

If the customer insists on filing for an Administrative Hearing, provide the State phone number:

- 1-800-952-5253, or
- TDD 1-800-952-8349.

Note: The customer will only be referred for an Administrative Hearing if he/she insists, and only after all attempts to explain the cause of the OI as well as the availability of repayment options have been made. Do not automatically instruct the customer to file for an Administrative Hearing.

Underissuances

Introduction	<p>An underissuance (UI) occurs when the customer receives less CalFresh benefits than the amount to which he/she is entitled in any given month or months. A UI can be a supplement or lost benefit that is owed to the customer. This section covers the types of UIs, and UI guidelines and procedures.</p>
Supplement	<p>A “supplement” is a CalFresh benefit due to the household for the <i>current</i> month because the household has not received the full allotment to which it is entitled. A supplement:</p> <ul style="list-style-type: none">• Must be issued in full, and• May not be used to offset an overissuance (OI).
Lost benefits	<p>A “lost benefit” is a benefit due to a household for a <i>past</i> month(s). Lost benefits may only be issued for 12 months prior to the earlier of the following dates:</p> <ul style="list-style-type: none">• Date of the household request, or• Date of discovery/notification.
Offsetting process	<p>To offset an OI using lost benefits, follow the guidelines below:</p> <ol style="list-style-type: none">1. Lost benefits for prior months will only be used to offset existing client-caused OIs.2. Lost benefits must be offset against OIs not yet collected from the household if the OI was caused by an inadvertent household error.3. The remainder of the lost benefit issuance, if any, will be issued to the customer. <p>Notes: At no time are lost benefits issued for prior months treated as income or as a resource in the month of receipt. Any issues with the offsetting process should be reported to the Quality Review Unit Recovery Accounty inbox. See the “Contacting QRU via the Recovery Account inbox” block in the “Overissuance Identification and Responsibility” section of this chapter.</p>
Determination of the affected months for restoring benefits	<p>If the household did not have an opportunity to participate in the CalFresh application/benefit process because of an incorrect delay, denial, or termination of benefits, the month affected shall be determined as follows:</p> <ul style="list-style-type: none">• The month the CalFresh application was denied, and each subsequent month.• The month(s) following erroneous discontinuance.• Months in which the County had sufficient information to determine household eligibility and benefit level.

Continued on next page

Underissuances, Continued

Reasons for supplements and lost benefits

Supplements and lost benefits may be issued for underissued months because of the following:

- Agency failed to act timely on known or reported information.
 - Changes in the household size or allotment and insufficient time to process by cut-off to effect the issuance month.
 - Agency error.
 - Court orders and State regulation changes with a retroactive implementation date.
-

When UIs will not be identified

No OI or UI will be identified when actual income received during a month/certification period differs from the amount of income reasonably anticipated, as long as the customer met his or her mandatory reporting obligations completely and accurately.

No reconciling based on actual income will be done so long as the requirement to report completely and accurately is met, and the Eligibility Worker (EW) averaged and issued the benefits correctly based on his/her determination of reasonable anticipated income.

UI procedure

The EW will take the following actions when an UI is identified:

Step	Action
1	Determine the correct CalFresh benefit amount for the month(s) in question.
2	Compare the correct CalFresh benefit amount to the amount actually issued to the customer. If the amount the customer received is less than the correct benefit amount for that month, an UI exists.
3	Issue the UI supplement for the current calendar month.
4	Send the customer a Notice of Action (NOA).
5	Journal the: <ul style="list-style-type: none">• Reason for the UI,• Month(s) involved, and• Action(s) taken.

CalFresh POLICY HANDBOOK

CHAPTER 11

Benefit Issuance

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Rush Issuance

Introduction A Rush Issuance is a method of issuing CalFresh benefits on an expedited basis in C-IV.

Reasons for Rush issuance Circumstances in which it is necessary to issue Rush benefits are listed below.

Circumstance	Condition
Expedited Service (ES)	Issued in ES processing timeframe
ES and Advanced Issuances	Issuance of up to two months only (the month of the application and the following month)
Re-Evaluation (RE)/Recertification (RC)	Timely RE/RC, less than two days before next normal issuance or ES eligible.

Requirements for Authorized Representative Rush Issuance Card The following is required for Authorized Representative (AR) Electronic Benefit Transaction (EBT) rush issuance card:

- EBT 6 – EBT Card Issuance if an authorized representative is being appointed.
- Journal the reason for on-line issuance and EBT 6 completion.

Note: Entire case must be processed within 15 days of issuing on-line to avoid a delay of future benefits, except in cases with postponed verification.

Restrictions Rush issuance may **not** be used for:

- Additional persons,
 - Change of payee,
 - Supplements, or
 - Replacement benefits.
-

EBT System and Benefit Issuance

Introduction The Electronic Benefit Transfer (EBT) system is used to issue monthly CalFresh benefits. The EBT card allows the CalFresh household to access his/her CalFresh benefits.

This section contains information regarding the EBT account. .

How it works The EBT vendor creates a CalFresh account for eligible CalFresh households. The account can then be accessed with an EBT card to allow CalFresh households to use all or part of the benefits in their account when making food purchases at authorized retailers.

Availability of benefits When case information is pended in C-IV, the EBT Host-to-Host interface issues benefits in real time and:

- Customers can access their benefits immediately
 - The benefit availability date is staggered, based on the last digit of the case number
 - Purchases/transactions are updated daily
-

Definitions The following are definitions used in this section:

Aged – EBT accounts that are dormant, expunged or inactive.

Dormant – The EBT account has no usage for more than 180 days.

Expunged – The EBT account has not been accessed for more than 365 days.

Inactive – The EBT account has had no debit activity for 135 days.

EBT noticing guidelines The following guidelines apply to sending Notices of Action (NOAs) for EBT accounts that have reached an aged status:

- When an EBT balance exists (i.e., one cent or more), a timely Notice of Action (NOA), the TEMP NA 1232 – CalFresh Notice of Action EBT Account, must be sent to the EBT cardholder in the month prior to the account benefits becoming dormant.
 - A NOA is not required to be sent for an aged CalFresh account with a zero balance.
 - A NOA is not required to be sent prior to account benefits reaching an inactive status, or when account benefits have been expunged.
 - After an account becomes dormant, counties have the option of sending the NA M16-120B – EBT Dormant Account – Suspend or TEMP NA1232 to inform the cardholder that benefits will be removed if they have not been used for 365 days.
-

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EBT System and Benefit Issuance, Continued

EBT Vendor customer service

The EBT Vendor provides twenty-four (24) hours a day, seven (7) days a week customer service. The toll free customer service number is **1-877-328-9677**. If the cardholder does not have access to a touch-tone phone, the call will be forwarded to a Help Desk representative. Cardholders can call Customer Service to:

- Verify the CalFresh account balance,
- Report lost, stolen, or damaged cards,
- Request the last two (2) months of transaction history,
- Review the last ten (10) transactions, and
- Be transferred to a Help Desk representative to discuss:
 - Card Personal Identification Number (PIN) information (compromised or forgotten PIN numbers), and
 - Disputed transactions.

Customers can also access the EBT website at www.ebt.ca.gov. This site is available in English and Spanish. At this website the customer can:

- Check his/her food and cash benefit balances,
- See his/her EBT card use history, and
- Find authorized retailers to use his/her EBT card.

EBT transaction history

Customers may obtain his/her EBT transaction history by:

- Calling the EBT Customer Service line at **(877) 328-9677**,
- Visiting the EBT website at www.ebt.ca.gov, or
- Requesting a C-IV printout from Transitional Assistance (TAD).

If a customer requests a copy of his/her C-IV EBT transaction history, the printout must be made available to the customer within ten (10) business days after the request has been received.

Staff will follow the process below if a C-IV EBT transaction printout is requested:

Step	Action
1	Obtain the length and type of history (Cash and/or CalFresh) needed.
2	<ul style="list-style-type: none">• Access the Eligibility Case Summary page.• Click the:<ul style="list-style-type: none">– EBT Account List on the Task Bar,– Account Number hyperlink, then– EBT Card Transaction Search on the Task Bar.• Select Cash or CalFresh from the Search By drop down menu.• Change the From date to the desired transaction history range start date.• Click View.
3	Print the EBT Card Transaction Search page(s).
4	Journal the request and how the printout was provided (mailed or hand delivered).

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EBT System and Benefit Issuance, Continued

Golden state advantage card

A magnetic-stripe plastic card is used to access the customer's account to purchase goods.



Benefit Availability

Eligibility Worker (EW) Customer Service

Using C-IV screens the Eligibility Worker (EW) is able to:

- Issue rush benefits in real time,
- Reactivate expunged or dormant accounts, and
- Answer customer questions relating to their accounts.

EBT and C-IV

When CalFresh benefits have to be made available to the customer the day of application, and an Electronic Benefit Transfer (EBT) card needs to be issued immediately, an EBT Authorized Issuance Office Assistant (AIOA) can do an online transaction via the C-IV terminal. The table below shows the stages that must be followed.

Stage	Description
1	The EW sets up or reactivates the EBT account and authorizes benefits in C-IV by: <ul style="list-style-type: none">• Adding the customer's information to the EBT database,• Authorizing benefits on the EBT database,• Forwarding a completed EBT 6 to the AIOA, and• Completing a Journal entry.
2	AIOA issues the EBT card on the same day at the office of application.

Availability

The table below shows the benefit availability for the different issuance methods.

Issuance Method	EBT Benefit Availability	Notes
Rush	Real time	<ul style="list-style-type: none">• Default is set to EBT• Ability to activate an EBT account when EBT Issuance Method is selected and there is no existing EBT account
Host-to-Host Interface process	Next day	Example: <ul style="list-style-type: none">• EDBC run on 11/6• Issuance date 11/7
Ongoing cases (monthly process)	Staggered issuance	Staggered issuance is based on the last digit of the case number.

Discontinued cases

EBT benefits remain available for a period of time after CalFresh is discontinued if the customer has a remaining balance in his/her account.

EBT Host-to-Host

Introduction

The Electronic Benefit Transfer (EBT) Host-to-Host is the EBT Interface. The process allows EBT accounts, rush and cancelled EBT benefits to be processed in real time.

With EBT Host-to-Host, the Eligibility Worker (EW) is able to:

- View the EBT Account List page and EBT Account Detail page,
 - Search and retrieve EBT Account numbers and cards from the EBT Vendor,
 - Reactivate Dormant and Expunged Accounts,
 - Add or create a new EBT Account,
 - Create secondary EBT cards,
 - Cancel and reissue EBT cards for mail out,
 - Modify the EBT card Status and Access type,
 - Update the demographic information to the EBT Card Detail page,
 - View transaction searches up to 90 days of online history, and
 - Accept and save EDBC without a current EBT account for the case.
-

Security Rights

Based on job position and security rights, EBT Host-to-Host pages can be accessed in the following modes by EWs, Office Assistants (OAs) and Authorized Issuance Office Assistants (AIOAs):

Security Rights	Page Function	Staff
View Mode	Displays current and historical information related to an EBT account and card.	All EW and OA staff
Search Mode	Displays information in view mode by search criteria selected by the user.	All EW and OA staff
Edit Mode	Allows the user to modify and save new information related to an account or card.	All EW staff and designated AIOA

EBT Account List page

The EBT Account List page lists all accounts linked to a case. The information on this page is limited by date range and the accounts are listed in order of effective dates, with the newest account at the top of the list. The EW will be able to view the Account Detail page via the account number hyperlink.

Continued on next page

EBT Host-to-Host, Continued

EBT Account Detail page

The EBT Account Detail page has a view, create and manual create mode. In View mode, the EW is able to:

- View current and historical information related to an EBT account and all related cards, and
- Reactivate an EBT account by sending a request to the EBT Vendor.

Note: This button only displays if the account is in Dormant or Expunged status.

In create mode the EW is able to:

- Create a new EBT account, and
- A primary card.

In the manual create mode the EW is able to:

- Retrieve information from the EBT Vendor by account number, and
 - Add the account and all card information tied to the account into C-IV
-

EBT Card Detail page

The EBT Card Detail page has a View, Edit and Create mode. In the view mode, the EW is able to:

- View current and historical information related to the EBT card,
- View statuses of updates to the EBT Vendor and demographic changes for the card,
- View the EBT account via the account number hyperlink, and
- Cancel and reissue the current card and create a new card for mail out.

Note: This button is displayed when the card is in issued or cancelled status.

In the edit mode, the EW is able to:

- Modify the card access type and status to issue or cancelled, and
- Save card changes to the EBT Vendor.

In the create mode, the EW is able to create a secondary card by specifying:

- Cardholder,
 - Cardholder's age,
 - Access type, and
 - Delivery method.
-

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EBT Host-to-Host, Continued

Demographic information updates to the EBT Card Detail page

The demographic Information section below the card Information section displays the current C-IV address, date of birth and Social Security Number (SSN) on one side and the EBT Vendor address, date of birth and SSN on the other side. The **Update EBT** button allows the user to update the EBT Vendor address with the current C-IV address. This button only displays when the information is inconsistent.

Note: The EW can choose to update the information right then or it will automatically update in the night batch process. To make updates to the C-IV demographics that are displayed follow the normal process of updating individual demographics in C-IV.

EBT Account Search page

The EBT Account Search page allows the EW to search the EBT Vendor for EBT Cards based on:

- Cardholder's Name,
- Card number,
- Account number, or
- SSN.

Note: The results returned will contain information retrieved from the EBT Vendor. Searches will be returned with Account number, Card Number, Case Number and Person to make the results more restrictive. If items exist in C-IV, hyperlinks are available.

EBT Card Transaction Search page

The EBT Card Transaction Search page allows the EW to review transactions posted against the account by specifying a "From" date and up to 90 days of online history. The EW is able to:

- Search the EBT Vendor for all transactions within the specified date range and account type, and
 - View the detailed information of the transactions selected in the EBT Card Transaction Detail Search page.
-

Issuance Detail page

All EBT issuances store the Account Number upon being created and a column on the Issuance Detail page shows the EBT Account that benefits are assigned.

Issuance Method Detail page

The Issuance Method defaults to EBT when adding CalFresh to a case. The Issuance Method page includes the ability to activate an EBT account when the EBT Issuance Method is selected and when an EBT account does not exist. If the Issuance Method is EBT, the system will display the high dated EBT account.

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EBT Host-to-Host, Continued

EBT Validation	<p>When running EDBC for CalFresh, Immediate Need, Refugee Cash Assistance (RCA) or CalWORKs, a validation displays if there is no current EBT account for the case. The validation does not prevent the EW from accepting and saving EDBC.</p> <p>Note: When the EDBC is accepted and saved the benefit information for the EBT account is sent to the EBT Vendor via Host-to-Host.</p>
Unsuccessful Rush Issuance	<p>If a rush issuance is not successfully submitted to the EBT Vendor, C-IV will display an informational message on the EDBC List page that the issuance will be resent to the EBT Vendor during the nightly batch. If the rush issuance EBT Card is to be picked up at the office the EW will have to fix the submission error and notify the District Manual Issuance Coordinator (DMIC) who will contact Auditing regarding the issue.</p>
Disaster Services	<p>The Disaster Services functionality is being added to distribute Disaster Services Benefits. The Manual EDBC for CalFresh will be modified to include a new Manual EDBC Reason of "Disaster Service". When selected it will be limited to CalFresh and a new EBT issuance with a sub category code of Disaster Services will be created and sent to the customers current EBT Account.</p> <p>Note: "Disaster Services" reason will be available only during times of a disaster. A disaster constitutes a state of emergency as declared by the Governor and supported by the federal government.</p>

EBT Replacement Benefits

Replacement benefits	Replacement CalFresh benefits can be issued to the customer in certain circumstances. The customer must request a replacement issuance either in writing or verbally, and by completing a Replacement Affidavit/Authorization (CF 303) and returning it to the office within 10 days of the loss.
-----------------------------	---

Replacement issuances	<p>Replacement CalFresh benefits can only be authorized if the replacement request is a result of:</p> <ul style="list-style-type: none">• Destruction of food purchased with CalFresh benefits in a household misfortune or disaster such as a flood or fire, or• If the initial Electronic Benefit Transfer (EBT) card issued to the customer was:<ul style="list-style-type: none">– Not received in the mail, or– Stolen from the mail.
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Unlimited replacements	There is no limit on the number of replacement issuances as a result of the destruction of food purchased with CalFresh benefits in a household misfortune or disaster.
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Countable replacements	A replacement issuance is considered countable if it results in a loss to the CalFresh program. The number of countable replacements provided to a household within a six month period is limited to two occurrences.
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In an automated direct access issuance system (EBT) replacements are considered countable when the EBT card was:

- Not received in the mail,
 - Stolen from the mail, or
 - Stolen after receipt.
-

Limits on amount to be replaced	Authorized replacement benefits shall be provided to the household in an amount up to the maximum of one month's allotment. However, an exception is made when the amount of the loss includes benefits restored to the household. In this instance, the amount replaced may exceed a one-month allotment, up to the amount of the loss.
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EBT Replacement Benefits, Continued

Replacement requirements – Replacement Affidavit/ Authorization (CF 303)

The Eligibility Worker (EW) shall provide a CF 303 to the household for signature immediately upon report of the loss of the household's CalFresh benefits.

- The signed CF 303 attesting to the household's loss *must* be received back from the household within 10 days of the date of report or no replacement will be made. If the 10th day falls on a weekend or holiday and the CF 303 is received the date after the weekend or holiday, it will still be considered timely.
- The CF 303 may be mailed to the household and/or back to the worker if the household member is unable to come into the office because of age, disability or distance from the office, and is unable to appoint an authorized representative.

Note: The CF 303 is not required if a request is made for a replacement EBT card only without replacement of CalFresh benefits.

Processing requirements

When the CF 303 is received from the customer, the EW will take the following actions:

Step	Action	
1	Review the CF 303 for the reason the customer is requesting replacement benefits, and:	
	If replacement benefits are being requested for...	Then...
	One of the following reasons: <ul style="list-style-type: none">• There has been a destruction of food purchased with CalFresh benefits in a household misfortune or disaster, such as a flood or fire, or• The EBT card was:<ul style="list-style-type: none">– Lost, or– Stolen, (limited to two occurrences within a six month period),	Proceed to Step 2.
	Any other reason,	Give/mail the customer a DFA 377.1A - CalFresh Notice of Denial or Pending Status NOA for denial of replacement of CalFresh benefits, explaining why the benefits were denied.
2	Review Part A – Household Affidavit of the CF 303 to ensure it is complete and signed by the customer.	
3	Complete, sign, and date Part B – Replacement Benefits of the CF 303.	
4	Fax the approved CF 303 to Human Services (HS) Auditing at (909) 383-9605.	
5	Mail the original CF 303 to HS Auditing - Mail Code 0914.	
6	Journal all actions taken.	

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EBT Replacement Benefits, Continued

State Administrative Hearing

If the customer requests a State Administrative Hearing regarding the denial of a request for replacement, no replacement shall be issued while the case is in the appeals process. Aid paid pending is not completed for these requests.

Issuance of replacement benefits

Replacement benefits can only be issued by HS Auditing. No one in the district offices has the authority or rights to issue replacement benefits.

Replacement EBT card

A replacement EBT card is issued to the household which reports their card was:

- Not received in the mail,
- Stolen from the mail,
- Stolen upon receipt,
- Destroyed, or
- Improperly manufactured or mutilated.

Note: The amount of benefits that are withdrawn before the customer requests a replacement EBT card will not be replaced.

Replacement EBT card request

There is no limit to the number of times a customer can request a replacement EBT card. Requests for replacement cards can be made:

- Directly through the EBT Vendor, 24 hours a day, by calling the toll free customer service number 1-877-328-9677,
- Calling the EW, or
- Going to the closest office to request a replacement.

Note: Advise the customer he/she must report lost or stolen EBT cards to the vendor at 1-877-328-9677.

Cross-County Printing of EBT Cards

Overview

Counties have the ability to print an Electronic Benefit Transfer (EBT) card in another county through cross-county printing.

EBT cards are printed to another county's printer when the:

- Former customer:
 - Resides in another county,
 - Is owed benefits due to an available balance on his/her account or a hearing award, and
 - No longer has possession of his/her EBT card.
- Current customer:
 - Is visiting in another county or the electronic Inter-County Transfer (e-ICT) has not been picked up by the receiving county.
 - His/her EBT card is lost or has been stolen.

Cross-county printing

When the Eligibility Worker (EW) is contacted by a customer **or another county requesting a replacement EBT card**, the EW will complete the following steps to **request the cross-county printing of an EBT card** to another county's printer:

Step	Action						
1	<p>Determine who is calling to request a replacement EBT card, and:</p> <table border="1"> <thead> <tr> <th>If the caller is...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>The customer,</td><td> <ul style="list-style-type: none"> • Ask the customer to provide: <ul style="list-style-type: none"> – The name of the city/county in which he/she is currently residing or visiting, – A current telephone number where he/she can be contacted, and – Specific county office information where the card is to be printed (if readily available): <ul style="list-style-type: none"> ✓ Address (i.e., cities may have multiple office locations, ask the customer the office address and obtain any information available), ✓ Office contact person and number, and ✓ Printer number. • Inform the customer he/she will be: <ul style="list-style-type: none"> – Contacted by the other county, and – Told when and where to pick up the EBT replacement card. </td></tr> <tr> <td>Another county calling on behalf of a customer,</td><td> <ul style="list-style-type: none"> • Ask the contacting county to provide: <ul style="list-style-type: none"> – The name and case number of the customer, – The city/county in which the customer is currently residing or visiting, – A county contact name and telephone number, and – Specific county office information where the card is to be printed: <ul style="list-style-type: none"> ✓ Exact address, and ✓ Printer number. • Inform the contacting county the request will be sent to the Authorized Issuance Office Assistant (AIOA) to coordinate the cross-county printing. </td></tr> </tbody> </table>	If the caller is...	Then...	The customer,	<ul style="list-style-type: none"> • Ask the customer to provide: <ul style="list-style-type: none"> – The name of the city/county in which he/she is currently residing or visiting, – A current telephone number where he/she can be contacted, and – Specific county office information where the card is to be printed (if readily available): <ul style="list-style-type: none"> ✓ Address (i.e., cities may have multiple office locations, ask the customer the office address and obtain any information available), ✓ Office contact person and number, and ✓ Printer number. • Inform the customer he/she will be: <ul style="list-style-type: none"> – Contacted by the other county, and – Told when and where to pick up the EBT replacement card. 	Another county calling on behalf of a customer,	<ul style="list-style-type: none"> • Ask the contacting county to provide: <ul style="list-style-type: none"> – The name and case number of the customer, – The city/county in which the customer is currently residing or visiting, – A county contact name and telephone number, and – Specific county office information where the card is to be printed: <ul style="list-style-type: none"> ✓ Exact address, and ✓ Printer number. • Inform the contacting county the request will be sent to the Authorized Issuance Office Assistant (AIOA) to coordinate the cross-county printing.
If the caller is...	Then...						
The customer,	<ul style="list-style-type: none"> • Ask the customer to provide: <ul style="list-style-type: none"> – The name of the city/county in which he/she is currently residing or visiting, – A current telephone number where he/she can be contacted, and – Specific county office information where the card is to be printed (if readily available): <ul style="list-style-type: none"> ✓ Address (i.e., cities may have multiple office locations, ask the customer the office address and obtain any information available), ✓ Office contact person and number, and ✓ Printer number. • Inform the customer he/she will be: <ul style="list-style-type: none"> – Contacted by the other county, and – Told when and where to pick up the EBT replacement card. 						
Another county calling on behalf of a customer,	<ul style="list-style-type: none"> • Ask the contacting county to provide: <ul style="list-style-type: none"> – The name and case number of the customer, – The city/county in which the customer is currently residing or visiting, – A county contact name and telephone number, and – Specific county office information where the card is to be printed: <ul style="list-style-type: none"> ✓ Exact address, and ✓ Printer number. • Inform the contacting county the request will be sent to the Authorized Issuance Office Assistant (AIOA) to coordinate the cross-county printing. 						

Continued on next page

Cross-County Printing of EBT Cards, Continued

Cross-county printing (continued)

Step	Action
2	<p>Complete the EBT Card Issuance (EBT 6):</p> <ul style="list-style-type: none">• Section 1 – Case Information, and• Section 4 – Issuance Action,<ul style="list-style-type: none">– Select:<ul style="list-style-type: none">✓ Cross-County Printing Request, and✓ Issue HH/AU EBT card from _____ County.– Enter the appropriate County name on the line provided.<ul style="list-style-type: none">✓ Example: Issue HH/AA EBT card from <u>Los Angeles</u> County.– Enter the county office address, printer number, contact worker name, and county contact phone number (if known).– Complete the EW Signature, Worker's ID Number, and Date fields.
3	<p>Forward/e-mail the EBT 6:</p> <ul style="list-style-type: none">• To the district office Issuance Inbox.<ul style="list-style-type: none">– Example: TAD 01 Issuance Inbox.• Using <Cross-County Printing> in the e-mail subject line.
4	Journal all case actions.

Note: The AIOA will coordinate the cross-county printing with the other county; however, EWs must obtain as much information as possible while the customer/county is on the phone to ensure timely resolution of the request and provide the best possible service.

CalFresh HANDBOOK

CHAPTER 12

Deductions/Exclusions

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INTERIM INSTRUCTION NOTICE #14-041**SEPTEMBER 18, 2014****SUBJECT:** CalFresh State Utility Assistance Subsidy (SUAS)**DISTRIBUTION:** CalFresh & TOPHB**FILE:** CalFresh Policy Handbook
(CFPHB) – In Front of Chapter 12,
Deductions/ Exclusions
TAD Office Procedures Handbook
(TOPHB) – In Front of Chapter 10
Issuance Duties and Procedures**REFERENCE:** All County Welfare
Directors Letter (ACWDL)
dated June 30, 2014, and
ACL 14-0XX (Pending)**OBSOLETE:** When SUAS is Automated
in C-IV**Overview**

This Interim Instruction Notice (IIN) introduces the State Utility Assistance Subsidy (SUAS) program. The SUAS program replaces the Low Income Home Energy Assistance Program (LIHEAP)-based Heat and Eat Program, known in the County as LIHEAP.

LIHEAP customers received a cash benefit (\$0.10) on their Electronic Benefit Transfer (EBT) card, making them eligible to the Standard Utility Allowance (SUA) even if the household did not have a utility expense.

Effective date

The SUAS program replaced the LIHEAP program effective 7/1/14. As of the date of the release of this IIN, the California Department of Social Services (CDSS) has not released the final All County Letter (ACL) regarding SUAS.

C-IV began making updates to prepare for SUAS effective 8/22/14.

Eligibility staff will begin **evaluating all CalFresh cases for SUAS eligibility effective 9/22/14.**

Contents

This IIN contains the following topics:

Topic	See Page
General Information	2
Intake and Recertification (RC) Process	4
SUAS for Intake/Recertification (RC) Cases 6/2/14 – 9/6/14	7
Creating and Issuing a SUAS Payment	9

General Information

Background	<p>On 2/7/14, President Obama signed the 2014 Farm Bill. This bill mandates that the minimum energy assistance payment required to allow a Supplemental Food Assistance Program (SNAP) (known in California as CalFresh) customer to qualify for the Standard Utility Allowance (SUA) must be an amount greater than twenty dollars (\$20).</p> <p>On 6/24/14, Senate Bill (SB) 855 was signed by Governor Brown. SB 855 repealed the Low Income Home Energy Assistance Program (LIHEAP)-based Heat and Eat program and established the State Utility Assistance Subsidy (SUAS).</p>
What is SUAS?	<p>SUAS is a state-funded energy assistance program designed by the California Department of Social Services (CDSS) to provide households that do not currently qualify for, or receive, the Standard Utility Allowance (SUA) deduction with a \$20.01 SUAS benefit, if the household as a result of receiving the benefit, the household will:</p> <ul style="list-style-type: none">• Become eligible to CalFresh benefits, or• Receive increased benefits.
Who is eligible to SUAS?	<p>The SUAS payment will only be provided to those households who will actually receive additional CalFresh benefits or become eligible as a result of receiving the payment. If a household will not receive additional CalFresh benefits or become eligible by receiving a SUAS payment, the payment will not be issued and the household will not be eligible to the SUA.</p> <p>In addition, SUAS eligible households must have no heating and/or cooling costs and not already be receiving the maximum:</p> <ul style="list-style-type: none">• CalFresh allotment for their household size, OR• Shelter deduction. <p>Homeless households that are eligible to receive the Homeless Shelter Deduction may continue to receive that deduction instead of the SUAS payment, provided receipt of the Homeless Shelter Deduction results in a higher CalFresh benefit amount.</p>
When is SUAS issued?	<p>The SUAS payment is issued to eligible households either at Recertification (RC) or every twelve months, whichever is less. The household is eligible for the SUA effective the first month in which the SUAS payment is made. The SUA <u>cannot</u> be applied for any month prior to the issuance of the SUAS payment. In addition, SUAS must be evaluated when a change is reported.</p> <p>Note: Households that received the LIHEAP \$0.10 payment and were eligible to LIHEAP must be reevaluated for SUAS eligibility.</p>

Continued on next page

General Information, Continued

SUAS in C-IV	C-IV is in the process of creating System Change Request (SCR) 54203, which will automate the determination and issuance of the SUAS payment. A release date for this SCR has not yet been determined. Until automation is implemented, Transitional Assistance Department (TAD) staff will follow the manual processes provided in this Interim Instruction Notice (IIN) to determine SUAS eligibility and issue the SUAS payment.
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Intake and Recertification (RC) Process

Introduction This section covers the process of determining a State Utility Assistance Subsidy (SUAS) payment at intake and Recertification (RC):

SUAS process Eligibility Workers (EWs) will follow the steps below to determine which households are eligible to the SUAS payment:

Step	Action						
1	<p>Determine if the household is eligible to SUAS payment. A SUAS eligible household will have no heating and/or cooling costs and not already be receiving the maximum:</p> <ul style="list-style-type: none"> • CalFresh allotment for their household size, OR • Shelter deduction. <table border="1"> <thead> <tr> <th>If the household is...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>Eligible to SUAS,</td><td>Proceed to Step 2.</td></tr> <tr> <td>Not eligible to SUAS</td><td>Go to Step 6.</td></tr> </tbody> </table> <p>Note: If the household is already at Maximum Shelter or is receiving the Maximum Allotment, or if the household is already being allowed the Standard Utility Allowance (SUA) deduction due to heating and/or cooling expense, STOP HERE. The customer is not SUAS eligible.</p>	If the household is...	Then...	Eligible to SUAS,	Proceed to Step 2.	Not eligible to SUAS	Go to Step 6.
If the household is...	Then...						
Eligible to SUAS,	Proceed to Step 2.						
Not eligible to SUAS	Go to Step 6.						
2	Complete intake/RC actions and run EDBC , but do not accept the results.						
3	Note the CalFresh authorized payment amount .						
4	<ul style="list-style-type: none"> • Add a Utility Allowance to the Expense List. Select Yes to the following question on the Utility Allowance Type Detail page: <ul style="list-style-type: none"> – <i>Would the use of SUA expense deduction increase the household's CalFresh benefit? (SUAS)</i> • Save the Expense Detail record. 						
5	Run EDBC , but do not accept the results.						
6	<p>Compare the authorized benefit amount without SUAS to the benefit amount with SUAS, and:</p> <table border="1"> <thead> <tr> <th>If the SUAS deduction will result in a(n)...</th><th>Then ...</th></tr> </thead> <tbody> <tr> <td>Increase to the household's CalFresh allotment,</td><td> <ul style="list-style-type: none"> • Create a SUAS payment request (see "Creating and Issuing the SUAS Payment" section in this Interim Instruction Notice (IIN)), and • Run and accept the EDBC. </td></tr> <tr> <td>Decrease or no change to the household's CalFresh allotment,</td><td> <ul style="list-style-type: none"> • Remove the SUAS Utility Allowance record from the Expense List page, and • Run and Accept the EDBC. </td></tr> </tbody> </table>	If the SUAS deduction will result in a(n)...	Then ...	Increase to the household's CalFresh allotment,	<ul style="list-style-type: none"> • Create a SUAS payment request (see "Creating and Issuing the SUAS Payment" section in this Interim Instruction Notice (IIN)), and • Run and accept the EDBC. 	Decrease or no change to the household's CalFresh allotment,	<ul style="list-style-type: none"> • Remove the SUAS Utility Allowance record from the Expense List page, and • Run and Accept the EDBC.
If the SUAS deduction will result in a(n)...	Then ...						
Increase to the household's CalFresh allotment,	<ul style="list-style-type: none"> • Create a SUAS payment request (see "Creating and Issuing the SUAS Payment" section in this Interim Instruction Notice (IIN)), and • Run and accept the EDBC. 						
Decrease or no change to the household's CalFresh allotment,	<ul style="list-style-type: none"> • Remove the SUAS Utility Allowance record from the Expense List page, and • Run and Accept the EDBC. 						

Continued on next page

Intake and Recertification (RC) Process, Continued

SUAS process (continued)

Step	Action						
6	<ul style="list-style-type: none">• Add a Journal entry with the following information<ul style="list-style-type: none">– Category: Eligibility– Journal Type: SUAS Evaluation– Short Description: SUAS Determination• Copy and paste the following verbatim language into the Long Description:<table><tr><th>If the household will...</th><th>Then Journal...</th></tr><tr><td>Receive the SUAS payment,</td><td>"SUAS payment has been approved."</td></tr><tr><td>Not receive the SUAS payment,</td><td>"SUAS payment not issued."</td></tr></table>	If the household will...	Then Journal...	Receive the SUAS payment,	"SUAS payment has been approved."	Not receive the SUAS payment,	"SUAS payment not issued."
If the household will...	Then Journal...						
Receive the SUAS payment,	"SUAS payment has been approved."						
Not receive the SUAS payment,	"SUAS payment not issued."						

Note: It is critical Step 6 of the Step/Action table above be completed; adding the Journal type "SUAS Evaluation" will remove the case from the pending SUAS action case list.

Intake example

The following is an example of determining SUAS at intake:

CalFresh household applies for benefits on 10/18/14; the interview is completed on 10/19/14. The EW processes the application on 10/25 and determines the household does not have any heating or cooling costs, and will not receive the maximum CalFresh allotment for the household size or the maximum shelter deduction. The EW also discovers the household would benefit from the SUA deduction. The household is therefore eligible to the SUAS payment. The EW creates a Need, Service Arrangement and Payment Request for the SUAS payment with a benefit month of 10/14. The SUAS payment is approved by the Program Integrity Division (PID) Fiscal Assistant (FA) on 10/26/14 and issued that night. This household is eligible to the SUA effective 10/14 through the remainder of the certification period.

RC example

The following is an example of determining SUAS at RC:

CalFresh household attends an RC appointment on 10/15/14. The EW processes the RC and determines the household is eligible to and would benefit from the SUA. The EW creates a Need, Service Arrangement and Payment Request for the SUAS payment with a benefit month of 11/14, the first month of the new certification period (Reminder: SUA is only allowed beginning the first month of the certification period in which the SUAS payment is made). The SUAS payment is approved by the FA on 11/2/14 and issued that night. This household is eligible to the SUA effective 11/14 through the remainder of the certification period.

Continued on next page

Intake and Recertification (RC) Process, Continued

Application date and processing date in different months

In a situation where an application date and processing date fall in different months and the household is deemed eligible and receives the SUAS payment at approval, the CalFresh benefit amount will be less for the first month since SUA cannot be applied to a month prior to when the SUAS payment was made.

Example:

Customer applies on 9/18. The EW processes the application and issues benefits on 10/3/14. The SUAS payment is issued on 10/4/14. Since the SUAS payment was issued in 10/14, the household is eligible for the SUA for the month of 10/14 through the remainder of the certification period. Although the household was eligible to CalFresh benefits in 9/14, the SUAS payment was not received until 10/14.

Inter-County Transfers (ICTs)

The state is currently updating the CalFresh Notification of Inter-County Transfer (CF 215) form to include a field that indicates the issuance of SUAS in the sending county. Until the form is updated, EWs will note the issuance of SUAS on the CF 215 when sending an Inter-County Transfer (ICT) to a receiving county. If the CF 215 form is not notated when an ICT is received, EWs will need to contact the sending county to verify the issuance of SUAS. If SUAS was not issued and would increase the CalFresh allotment, the receiving County will issue SUAS prior to applying the SUA.

Informing notice

An informing notice, Notice To All CalFresh Recipients (CF 1), which explains the SUAS benefit for CalFresh customers, will be posted in all district office lobbies. The CF 1 contains the following information:

- SUAS is an annual benefit (\$20.01) that is only provided to households that will receive additional benefits or may be eligible to CalFresh as a result of receiving the SUAS payment.
- A list of what makes a household eligible.
- The payment will be made via his/her Electronic Benefit Transfer (EBT) card.
- The SUAS payment can be used towards food or as cash.
- How to request a state hearing.

Note: The CF 1 has not been made available by the state; as soon as it is received, it will be sent to all TAD district offices for posting.

SUAS for Intake/Recertification (RC) Cases 6/2/14 – 9/6/14

Introduction

This section covers the process of determining a State Utility Assistance Subsidy (SUAS) payment for cases that were either approved or recertified for CalFresh benefits between 6/2/14 and 9/6/14. Cases processed during this time frame did not receive the \$.10 Low Income Home Energy Assistance Program (LIHEAP) payment and may or may not be receiving the Standard Utility Allowance (SUA) deduction.

Applicant/RC cases 6/2/14 through 9/6/14

C-IV will produce a list of cases that must be evaluated for SUAS payment eligibility on 9/22/14. The list will consist of cases approved for CalFresh benefits either at intake or at Recertification (RC) between 6/2/14 and 9/6/14 that may be eligible the Standard Utility Allowance (SUA). **Eligibility Workers (EWs) are required to review the list and complete the actions below by 11/30/14:**

Step	Action						
1	<p>Determine if the household is eligible to SUAS payment. A SUAS eligible household will have no heating and/or cooling costs and not already be receiving the maximum:</p> <ul style="list-style-type: none"> CalFresh allotment for their household size, OR Shelter deduction. <table border="1"> <thead> <tr> <th>If the household is...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>Eligible to SUAS,</td><td>Proceed to Step 2.</td></tr> <tr> <td>Not eligible to SUAS</td><td>Go to Step 6.</td></tr> </tbody> </table> <p>Note: If the household is already at Maximum Shelter or is receiving the Maximum Allotment, or if the household is already being allowed the SUA deduction due to heating and/or cooling expense, STOP HERE. The customer is not SUAS eligible.</p>	If the household is...	Then...	Eligible to SUAS,	Proceed to Step 2.	Not eligible to SUAS	Go to Step 6.
If the household is...	Then...						
Eligible to SUAS,	Proceed to Step 2.						
Not eligible to SUAS	Go to Step 6.						
2	Run EDBC for the current month but do not accept the results.						
3	Note the CalFresh authorized payment amount .						
4	<ul style="list-style-type: none"> Add a Utility Allowance to the Expense List. Select Yes to the following question on the Utility Allowance Type Detail page: <ul style="list-style-type: none"> <i>Would the use of SUA expense deduction increase the household's CalFresh benefit? (SUAS)</i> Save the Expense Detail record. 						
5	Run EDBC , but do not accept the results.						
6	<p>Compare the authorized benefit amount without SUAS to the benefit amount with SUAS, and:</p> <table border="1"> <thead> <tr> <th>If the SUAS deduction will result in a(n)...</th><th>Then ...</th></tr> </thead> <tbody> <tr> <td>Increase to the household's CalFresh allotment,</td><td> <ul style="list-style-type: none"> Create a SUAS payment request (see "Creating and Issuing the SUAS Payment" section in this Interim Instruction Notice (IIN)), and Run and accept EDBC. </td></tr> <tr> <td>Decrease or no change to the household's CalFresh allotment,</td><td> <ul style="list-style-type: none"> Remove the SUAS Utility Allowance record from the Expense List page, and Run and Accept EDBC. </td></tr> </tbody> </table>	If the SUAS deduction will result in a(n)...	Then ...	Increase to the household's CalFresh allotment,	<ul style="list-style-type: none"> Create a SUAS payment request (see "Creating and Issuing the SUAS Payment" section in this Interim Instruction Notice (IIN)), and Run and accept EDBC. 	Decrease or no change to the household's CalFresh allotment,	<ul style="list-style-type: none"> Remove the SUAS Utility Allowance record from the Expense List page, and Run and Accept EDBC.
If the SUAS deduction will result in a(n)...	Then ...						
Increase to the household's CalFresh allotment,	<ul style="list-style-type: none"> Create a SUAS payment request (see "Creating and Issuing the SUAS Payment" section in this Interim Instruction Notice (IIN)), and Run and accept EDBC. 						
Decrease or no change to the household's CalFresh allotment,	<ul style="list-style-type: none"> Remove the SUAS Utility Allowance record from the Expense List page, and Run and Accept EDBC. 						

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SUAS for Intake/Recertification (RC) Cases 6/2/14 – 9/6/14,

Continued

Applicant/RC cases 6/2/14 through 9/6/14 (continued)

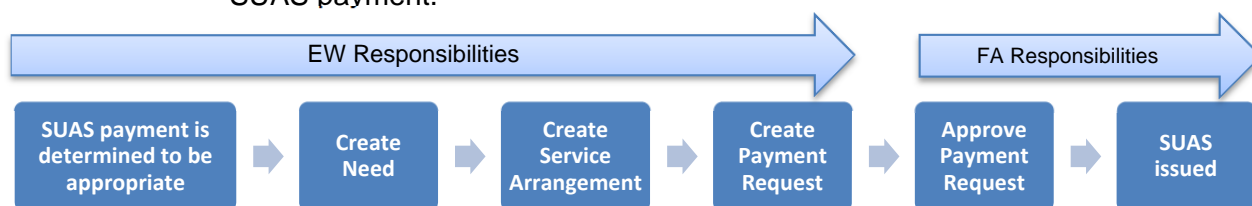
Step	Action						
6	<ul style="list-style-type: none">• Add a Journal entry with the following information<ul style="list-style-type: none">– Category: Eligibility– Journal Type: SUAS Evaluation– Short Description: SUAS Determination• Copy and paste the following verbatim language into the Long Description:<table><tr><th>If the household will...</th><th>Then Journal...</th></tr><tr><td>Receive the SUAS payment,</td><td>"SUAS payment has been approved."</td></tr><tr><td>Not receive the SUAS payment,</td><td>"SUAS payment not issued".</td></tr></table>	If the household will...	Then Journal...	Receive the SUAS payment,	"SUAS payment has been approved."	Not receive the SUAS payment,	"SUAS payment not issued".
If the household will...	Then Journal...						
Receive the SUAS payment,	"SUAS payment has been approved."						
Not receive the SUAS payment,	"SUAS payment not issued".						

Note: It is critical Step 6 of the Step/Action table above be completed; adding the Journal type "SUAS Evaluation" will remove the case from the pending SUAS action case list.

Creating and Issuing the SUAS Payment

Introduction This section covers the process of manually creating and issuing a State Utility Allowance Subsidy (SUAS) payment.

SUAS approval work flow Eligibility Workers (EWs) will be required to manually create and issue SUAS payments until automation is implemented in C-IV; all approvals will be completed manually. EWs will be responsible for creating a Need and Service Arrangement, and establishing a Payment Request. Program Integrity Division (PID) Fiscal Assistants (FAs) are responsible for approving the payment request (EWs do not have the necessary security rights to approve a payment request). The chart below displays the workflow when issuing a SUAS payment.



Security Roles EWs must be given the **Payment Requests Edit** Security Role in C-IV to create the SUAS payment request. This is completed by the Local Security Administrator (LSA) in each Transitional Assistance Department (TAD) district office.

Eligibility Worker actions EWs must create a Need, Service Arrangement, and Payment Request in C-IV when approving SUAS. This is accomplished by following the steps below:

Step	Action	Result
1	Navigate to the Needs List page: <ul style="list-style-type: none">• Global Navigation Bar: Empl. Services• Local Navigation Bar: Supportive Services• Task Navigation Bar: Needs	The Needs List page appears.
2	Click on the Add Need button	The Need Detail page appears.
3	<ul style="list-style-type: none">• Complete the following fields on the Need Detail page:<ul style="list-style-type: none">– Name: Select the case name.– Category: Select Other.– Type: Select SUAS.– Begin Date: Enter the first date of the current month.– End Date: Enter the last date of the current month.– Description: Leave blank.– Status: Select Indicated.– Status Reason: Select Documented.– Save and Add New: Select Service Arrangement.• Click on the Go button.	The Service Arrangement Detail page appears.

Continued on next page

Creating and Issuing the SUAS Payment, Continued

Eligibility Worker actions (continued)

Step	Action	Result						
4	<ul style="list-style-type: none">Complete the following sections and subsequent fields on the Service Arrangement Detail page:<ul style="list-style-type: none">Need:<ul style="list-style-type: none">✓ Check the radio button next to the SUAS hyperlink.Activities:<ul style="list-style-type: none">✓ Leave blank.Arrangement Details<ul style="list-style-type: none">✓ Arrangement Period: Enter the first and last date of the month when SUAS will be effective.✓ Program Type: Select CalFresh.✓ Pay Code: If issuing SUAS select SUAS Note: If the household received a SUAS payment in another county during the current Recertification (RC) or within the last 12 months select: SUAS/LIHEAP issued outside of the CWD✓ Payee: Select Same as Customer.Service Type Description:<ul style="list-style-type: none">✓ “State Utility Assistance Subsidy” will appear. Leave as default.✓ Total: “20.01” will appear. Leave as default.Status History<ul style="list-style-type: none">✓ Status: Select Approved.✓ Status Reason: Select Eligible for Service.✓ Status Date: Enter the current date.Click on the Save and Return button.	The Service Arrangement List page appears.						
5	Click on the SUAS hyperlink.	The Service Arrangement Detail page appears.						
6	Click on the Create Payment Request button.	The Payment Request Detail page appears.						
7	<ul style="list-style-type: none">Complete the fields below on the Payment Request Detail page. Leave all other fields as the default entry or blank:<ul style="list-style-type: none">Service Month: Select the month in which the SUAS payment is to be issued, and: <table><tr><th>If the case is being processed at ...</th><th>Then enter...</th></tr><tr><td>Intake,</td><td>The current calendar month.</td></tr><tr><td>RC,</td><td>The first month of the certification period.</td></tr></table> <ul style="list-style-type: none">Click on the Save button.	If the case is being processed at ...	Then enter...	Intake,	The current calendar month.	RC,	The first month of the certification period.	The Payment Request Detail page appears.
If the case is being processed at ...	Then enter...							
Intake,	The current calendar month.							
RC,	The first month of the certification period.							

Continued on next page

Creating and Issuing the SUAS Payment, Continued

Last business day of the month The Standard Utility Allowance (SUA) can only be applied to cases beginning the month in which the SUAS payment was issued to the household. A case that is allowed SUA for one month but is not issued the SUAS payment until the following month will result in a Quality Control (QC) error. It is, therefore, critical that FAs ensure all payment requests for the current month are approved by the last business day of the month.

Questions District Managers (DMs) with questions related to this Interim Instruction Notice (IIN) may contact:

- Maria Contreras, Program Specialist (PS) II at contrerasm@hss.sbcounty.gov or 909-383-9704, or
- Scott Neeri, PS I at sneeri@hss.sbcounty.gov or (909)383-9890.

Definitions

Definitions

The following terms and definitions are used in this chapter:

Buy-In: When the State of California pays the Medicare Part B Premium for an elderly or disabled individual.

CalFresh Household: Eligible household members receiving CalFresh.

Change Reporting (CR): A CalFresh household that is required to report of specified changes and is not required to submit a SAR 7. These households are CR when they:

- Consist of all adult members who are elderly or disabled and have no earned income.
- Are migrant or seasonal farm workers.
- Are homeless.
- Reside on an Indian Reservation.

CR households are required to report changes within 10 days of occurrence (not required to turn in a SAR 7) and their income and deductions are prospectively budgeted on a monthly basis.

Dependent care deduction: A deduction allowed in the CalFresh budget when a household pays for dependent care costs, which can include an adult household member.

Excess medical expense deduction: A deduction allowed in the CalFresh budget when a household contains one or more Elderly or Disabled household members and the household has excess medical costs.

Homeless shelter standard deduction: A deduction available to homeless households who are not receiving free shelter for the entire month. If the homeless shelter deduction is used, separate utility costs are not allowed, since this allowance includes a utility cost component.

Low Income Home Energy Assistance Program (LIHEAP): Also known as Heat and Eat, this federally-regulated program entitles all CalFresh households to the Standard Utility Allowance (SUA) due to the receipt of a LIHEAP benefit of \$.10.

Semi-Annual Reporting (SAR): CalFresh households required to report semi-annually, either by a Recertification (RC) interview or SAR 7, and whose income and deductions are prospectively budgeted over the certification period.

Questionable shelter costs: Housing and utilities cost reported by the household appears to be unreasonable, including but not limited to:

- Shelter cost exceeds income and household does not have a reasonable explanation of how the expense is being paid.
- Statements given by the household conflict or are inconsistent with other verbal and/or written statement provided.
- Shelter and/or utility costs are in another person's name and the household is unable to clarify (written or verbal statement) how much he/she is responsible to pay.

Continued on next page

Definitions, Continued

Definitions

Shelter Deduction: This is a deduction allowed in the CalFresh budget when a household is obligated to pay for shelter costs.

Utility Deduction: A deduction allowed in the CalFresh budget when a household is obligated to pay for certain utilities:

- Standard Utility Allowance (SUA) – A deduction allowed in the CalFresh budget when a household obligated to pay for utilities for heating and/or cooling costs.
- Limited Utility Allowance (LUA) – A deduction allowed in the CalFresh budget when a household is obligated to pay for two or more utilities that are not for heating and/or cooling costs.
- Telephone Utility Allowance (TUA) – A deduction allowed in the CalFresh budget when a household is obligated to pay for an expense for use of a telephone.

Vendor payments: A payment made to a third party for a CalFresh household expense by a person or agency not legally obligated to make this payment.

Introduction to Deductions/Exclusions

Introduction

“Deduction” is a generic term used to describe costs and expenses to the CalFresh household and amounts allowed in the CalFresh budget.

“Exclusion” is a specific term used to specify how a cost of an expense to the CalFresh household is used in the CalFresh budget.

This chapter explains each deduction amount and required verification.

Overview

There are certain kinds of deductions/exclusions that are allowed in the CalFresh program. These deductions/exclusions will have a bearing on the CalFresh budget and allotment issued to the household. The following is a list of the types of CalFresh deductions/exclusions that are covered in this chapter:

- Earned Income Deduction
 - Standard Deduction
 - Dependent Care Deduction
 - Excess Medical Expenses Deduction
 - Child Support Exclusion
 - Housing Deduction
 - Utilities Deductions
 - Telephone Standard Deduction
 - Homeless Shelter Standard Deduction
-

Reference

The following references are applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-300
 - MPP 63-301
 - MPP 63-502
 - MPP 63-504
 - All County Letter (ACL) 03-18
 - ACL 06-31
 - All County Information Notice (ACIN) I-54-03
 - ACIN I-84-03
 - ACIN I-09-04
 - ACIN I-10-04
-

Deduction allowances

Some deductions have a standard or maximum allowable amount, which may change annually as part of the CalFresh Cost of Living Adjustment (COLA). See Chapter 15, Charts, for current deductions and amounts.

Continued on next page

Introduction to Deductions/Exclusions, Continued

Reasonable anticipation of expenses

A household's expenses are calculated based on the expenses a household expects to be billed for during the certification period. Anticipation of the expense is based on the most recent month's bills, unless the household is reasonably certain a change will occur. The following expenses/exclusions are reasonably anticipated for the certification period:

- Dependent care
 - Child support exclusion
 - Utilities
 - Medical (in excess of \$35 per month)
 - Housing
-

Housing and utility costs

Shelter and utility costs are determined at initial application and Recertification (RC) and shall remain fixed at the determined amount unless the household reports a change. Shelter and utility costs are not averaged over the certification period even if they start, stop, or change during the period. The monthly expense amounts are used month for month for the certification period.

Note: If insurance or property taxes are billed every six months or annually, the expense is averaged over the period in which the expense is intended to cover.

Stable dependent care and medical expenses

Stable dependent care and medical expenses must be calculated as a monthly amount and anticipated for the certification period (see Chapter 10 – Budgeting of this handbook for more information about calculating monthly amounts).

If the frequency of the expense is stable, but the amount is anticipated to change, each month's expense amount is used in the benefit calculation for that month. The amounts are not averaged over the certification period. If the expense is incurred weekly or biweekly, it must be converted to a monthly amount by using the conversion factor (4.33 for weekly and 2.167 for biweekly) if income is also multiplied by these conversion factors.

Example: A household anticipates a weekly dependent care expense of \$100 in January and \$50 in February and ongoing. The weekly conversion factor of 4.33 is used. The following deductions will be used in the benefit calculation:

- January – $\$100 \times 4.33 = \433
 - February and ongoing – $\$50 \times 4.33 = \216.50
-

Fluctuating dependent care and medical expenses

Households may have dependent care and medical expenses that fluctuate in frequency. The household may elect to have:

- Fluctuating expenses averaged over the certification period.
- Expenses which are billed less often than monthly averaged over the interval between scheduled billings (**Example:** An expense of \$200 every two months may be used as \$100 per month).
- Expenses averaged over the period the expense is intended to cover, if there is no scheduled interval.

Note: Households reporting a one-time only medical expense may elect to have a one-time deduction or have the expense averaged over the remaining months of the certification period.

Continued on next page

Introduction to Deductions/Exclusions, Continued

Child support exclusion Legally obligated child support payments made to or for a non-household member are income exclusions. Child support uses the same guidelines stated in the “Stable” and “Fluctuating dependent care and medical expenses” blocks in this handbook section, however the conversion factor is not used for child support, even if the payments are made on a weekly or biweekly basis.

Prorating deductions It may be necessary to prorate deductions to the CalFresh household when there are non-household members or excluded members living in the home. See the “SAR Deductions: Households with Ineligible Members” section of the Budgeting Chapter for proration information.

Verification Requirements

Introduction This section contains guidelines on which deductions are allowed and how to verify, determine and document deductions/exclusions.

Reference The following references are applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-504.421(c)(d)
- MPP 63-504.421 (e)
- All County Letter (ACL) 13-102

Verification chart Use this chart to determine when or how to verify a deduction/exclusion, and the action to be taken when the household fails to verify.

Note: Changes must be reported within 10 days for Change Reporting (CR) cases.

Type of Deductions/Exclusion	Semi-Annual Reporting (SAR)		Change Reporting (CR)	
	When/How to verify	Action for Failure to Verify	When/How to Verify	Action for Failure to Verify
Earned Income Deduction	<p>When:</p> <ul style="list-style-type: none"> • Application • Semi-annually with SAR 7 and Recertification (RC) <p>How:</p> <p>Pay stubs, letter, etc.</p>	<ul style="list-style-type: none"> • Discontinue household • Send Notice of Action (NOA) <p>Note: When computing an overissuance (OI) on any unreported earnings, disallow this deduction.</p>	<p>When:</p> <ul style="list-style-type: none"> • Application • Change in source or amount more than \$50 unearned or \$100 earned <p>How:</p> <p>Pay stubs, letter, etc.</p>	<ul style="list-style-type: none"> • Discontinue household • Send NOA <p>Note: When computing an OI on any unreported earnings, disallow this deduction.</p>
Standard Deduction	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Dependent Care	<p>When:</p> <ul style="list-style-type: none"> • Application • If change in provider • If change in cost, and the change could potentially affect the amount of the deduction • If questionable <p>How:</p> <p>Dependent care:</p> <ul style="list-style-type: none"> • Contracts (specifying the amount) • Receipts • Customer's self-certification via: <ul style="list-style-type: none"> – Written statement, or – Completion of Dependent Care Cost Affidavit (CF 10) <p>Note: Dependent care is not verified by customer's verbal statement or the SAR 7 alone.</p>	<ul style="list-style-type: none"> • Disallow deduction • Send NOA 	<p>When:</p> <ul style="list-style-type: none"> • Application • If change in provider • If change in cost, and the change could potentially affect the amount of the deduction • If questionable <p>How:</p> <p>Dependent care:</p> <ul style="list-style-type: none"> • Contracts (specifying the amount) • Receipts • Customer's self-certification via: <ul style="list-style-type: none"> – Written statement or – Completion of CF 10 <p>Note: Dependent care is not verified by customer's verbal statement or the SAR 7 alone.</p>	<ul style="list-style-type: none"> • Disallow deduction • Send NOA

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Verification Requirements, Continued

Verification chart (continued)

Type of Deductions/ Exclusion	Semi-Annual Reporting (SAR)		Change Reporting (CR)	
	When/How to Verify	Action for Failure to Verify	When/How to Verify	Action for Failure to Verify
Excess Medical Expenses Note: Allow only those medical expenses in excess of \$35 not paid by insurance, regardless of whether insurance provider pays directly or as a reimbursement. MediCare Share of Cost (SOC): Only use the actual amount in excess of \$35 paid by the customer not the total SOC.	When: <ul style="list-style-type: none"> Application RC When change in amount during certification period of more than \$25 or Semi-annually if CalFresh household requests. How: <ul style="list-style-type: none"> Receipts or bills for allowable expenses, or Income and Eligibility Verification System (IEVS) for MediCare premium Medi-Cal Eligibility Data System (MEDS) screens 	<ul style="list-style-type: none"> Disallow deduction Send NOA 	When: <ul style="list-style-type: none"> Application RC When change in amount during certification period of more than \$25 or Monthly if CalFresh household requests How: <ul style="list-style-type: none"> Receipts or bills for allowable expenses, or IEVS for Medicare premium MEDS screens 	<ul style="list-style-type: none"> Disallow deduction Send NOA
Child Support Exclusion	When: <ul style="list-style-type: none"> Application Change causing: <ul style="list-style-type: none"> An Increase in amount paid, or Decrease (for Non-Assistance CalFresh (NACF) only How: Court orders and proof of payment Note: If deduction for child support is shown on pay verification, Social Security Administration (SSA) Award letter, Unemployment/Disability Insurance Benefits (UIB/DIB) stub or reported on IEVS report, consider it verified and allow.	<ul style="list-style-type: none"> Do not allow exclusion Send NOA 	When: <ul style="list-style-type: none"> Application Change reported How: Court order and proof of payment. Note: If deduction for child support is shown on pay verification, SSA Award letter, UIB/DIB stub or reported on IEVS report, consider it verified and allow.	<ul style="list-style-type: none"> Do not allow exclusion Send NOA

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Verification Requirements, Continued

Verification chart (continued)

Type of Deductions / Exclusion	Semi-Annual Reporting (SAR)		Change Reporting (CR)	
	When/How to Verify	Action for Failure to Verify	When/How to Verify	Action for Failure to Verify
Homeless Shelter Standard (If household verifies a higher shelter cost, see "Housing" this chart). Note: See the "Homeless Shelter Standard" section for more information about the Low Income Home Energy Assistance Program (LIHEAP) and choosing the more beneficial deduction.	When: <ul style="list-style-type: none"> Application RC, only if questionable When change How: Verbal statement that household expects to incur shelter costs	Not applicable	When: <ul style="list-style-type: none"> Application RC only if questionable When change How: Verbal statement that household expects to incur shelter costs.	Not applicable
Housing (includes Shared Shelter and Roomers) Note: Homeless households can opt to use a Homeless Shelter Standard in lieu of a higher verified shelter cost.	When: <ul style="list-style-type: none"> Application, RC, When first allowed, At change. How: Customer statement that household is, has or expects to incur shelter costs, unless questionable.	If customer moves but fails to advise of new shelter cost, the Eligibility Worker (EW) will request new amount, document attempt, and use current shelter deduction until new shelter amount reported or next RC, whichever occurs first. If verification is requested and not provided, household is ineligible to receive the deduction until verification is provided. Send NOA, CF 377.4D or other NOA with disallowance wording to disallow cost.	When: <ul style="list-style-type: none"> Application, RC, When first allowed, At change How: Customer statement that household is, has or expects to incur shelter costs, unless questionable.	If customer moves but fails to advise of new shelter cost, EW will request new amount, document attempt, and use current shelter deduction until new shelter amount reported or next RC whichever occurs first. If verification is requested and not provided, household is ineligible to receive the deduction until verification is provided. Send NOA, CF 377.4D or other NOA with disallowance wording to disallow cost.

Verification Requirements, Continued

Verification chart (continued)

Type of Deductions / Exclusion	Semi-Annual Reporting (SAR)	Change Reporting (CR)	Type of Deductions / Exclusion	Semi-Annual Reporting (SAR)
	When/How to Verify	Action for Failure to Verify	When/How to Verify	Action for Failure to Verify
Utilities (SUA, LUA or TUA) Note: SUA entitlement must be verified by the household's statement that they incur a heating and/or cooling cost at application, first entitlement and RC if move since last certification. Also, if the utility bills are not in the customer's name clarification as to why must be obtained and documented in the case journal.	When: <ul style="list-style-type: none"> • Application • RE • When first allowed • Change between SUA, LUA or TUA How: Customer statement that household is, has or expects to incur utility costs, unless questionable.	If verification is requested and not provided, household is ineligible to receive the deduction until verification is provided. Send NOA, CF 377.4D or other NOA with disallowance wording to disallow cost.	When: <ul style="list-style-type: none"> • Application • RC • When first allowed • Change between SUA, LUA or TUA How: Customer statement that household is, has or expects to incur utility costs, unless questionable.	If verification is requested and not provided, household is ineligible to receive the deduction until verification is provided. Send NOA, CF 377.4D or other NOA with disallowance wording to disallow cost. Note: All CalFresh cases are eligible to SUA effective 1/1/13 due to the implementation of the LIHEAP.

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Verification Requirements, Continued

Treatment of shelter costs exceeding income

When shelter costs (without considering utilities) exceed 80% of the total household income, the EW will contact the customer, via a telephone call, to clarify the discrepancy. The explanation needs to be documented in the case Journal. A reasonable explanation could include situations where:

- The mortgage or rent is delinquent. These situations are not automatically considered questionable, because the household could have recently lost income that previously afforded the expense.
- The household is in the process of being foreclosed on or evicted.

If the discrepancy cannot be resolved verbally, send a notice to the customer requesting clarification/explanation and allow the customer 10 days to provide. If the customer does not have a reasonable explanation of how the cost is being paid, disallow the shelter expense and send a timely Notice of Action (NOA) advising the customer the shelter deduction is being disallowed as clarification/explanation was not provided. The Journal entry must state why the shelter cost is being disallowed.

Note: The EW should use good judgment when deciding whether the customer's explanation is reasonable. If a discrepancy still exists, refer to the Finding Discrepancies section in Chapter 13 of this Handbook.

Treatment of housing and/or utility costs in another person's name

If a CalFresh household is required to pay for housing and/or utility costs that are in another person's name, this questionable information needs to be resolved prior to allowing the deduction. The EW can document the statement from the customer in the case record to resolve this discrepancy. A statement *may* be asked for from the other person to clarify. This statement needs to clarify how much the CalFresh household is responsible to pay. In the event that a statement cannot be obtained, journal what means were used in resolving the questionable information (customer's living arrangements, written or verbal statements from a third party, etc.) and what deductions are being allowed.

Treatment of conflicting or inconsistent statements

If statements given conflict or are inconsistent with other verbal and/or written statements or provided verifications, the questionable information needs to be resolved prior to allowing the deduction if the customer does not have a reasonable explanation of how the expense is being paid. The explanation needs to be documented in the case Journal. A reasonable explanation could include situations where the application states:

- Rent is \$250 monthly. During the interview, customer states the rent is \$500 monthly, but he/she is making partial payments until income is received.
 - Rent is \$700 monthly. During the interview, customer states another household is living in the home and her share of the rent is \$350 monthly.
-

Verification for Applicants

Requirements for new applicants

A CalFresh household completing a new application must provide verification before the expense can be used in the CalFresh budget for the following deductions/exclusion:

- Dependent care cost
- Medical expense
- Legally obligated child support paid to or for a non-household member.

Only a CalFresh household processed under postponed verification criteria will be allowed an unverified expense during the postponed period.

Note: Verification for housing and utility deductions are verbal customer statements unless questionable.

Reference

The following reference is applicable to the information under this topic.

- Manual of Policies and Procedures (MPP) 63-301

Informing household of verification requirements

The Eligibility Worker (EW) must inform the CalFresh household of what deduction/exclusion verification is required and when it is needed. The following chart describes the EW requirements:

At Initial Contact	During the Interview
<ul style="list-style-type: none">• Request the verification verbally with a due date of 10 days, and• Follow up by sending the CW 2200 – Request for Verification with a due date of 10 days.	<p>Inform the household:</p> <ul style="list-style-type: none">• Only verified deductions/exclusions are allowed, unless Expedited Service (ES) with postponed verification.• Routine (non-ES) cases can be processed without required verified expenses, but the expenses will be disallowed in the CalFresh budget.• The EW can assist in helping get verification.• ES postponed verification cases will be discontinued if verification is not provided by the due date.

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Verification for Applicants, Continued

Action on deductions at intake

Specific actions are required for deductions/exclusions at Intake depending on processing and issuance timeframes. Use the chart below to determine which steps to take for ES or Routine processing.

If the CalFresh application is...	And...	Then...
ES	Verification of deductions/exclusions is postponed,	<ul style="list-style-type: none"> Process ES with CalFresh household statement of deduction. Send Approval Notice of Action (NOA) requesting verification and give deadline. Set 30-day task and hold case in Intake.
	Postponed verification is not provided within 30 days,	<ul style="list-style-type: none"> Deny/discontinue benefits. No further CalFresh benefits (even if new application) will be issued without this previously postponed verification. <p>Exception: unverified child support will not cause case discontinuance. Process without deduction/exclusion if it is the only verification not provided.</p>
	Postponed verification is provided within 30 days,	Update case record and process, allowing deductions/exclusions.
	All deduction/exclusion verification is provided at application,	<ul style="list-style-type: none"> Issue as ES and process case. No further controls are needed for deduction(s).
Routine (Non-ES) processing	Verification provided within 30-day application processing time frame,	Process application allowing deductions/exclusions
	If application was processed without a deduction and CalFresh household provides verification within 30-day application period,	Re-compute and issue any supplemental CalFresh due.
	Verification not provided within 30-day application processing time frame,	<ul style="list-style-type: none"> Process case and disallow deductions/exclusions. Inform CalFresh household of disallowed deductions/exclusions.

Semi-Annual Reporting (SAR) Household Deduction/Exclusion Change Actions

SAR household: A Semi-Annual Reporting (SAR) household may report a change related to a deduction/exclusion via telephone, office visit, SAR 7 Eligibility Status Report (SAR 7), or any other means. For processing reported changes on the SAR 7, see Chapter 9 – Reporting and Chapter 10 – Budgeting of this handbook. The following chart identifies Eligibility Worker (EW) action for mid-period reports of changed expenses:

If the SAR household reports...	The EW will...
<p>A change in shelter costs:</p> <ul style="list-style-type: none"> Based on actual increase or decrease in rent, mortgage, etc., or Due to household composition or address or change, 	<ul style="list-style-type: none"> Update C-IV with the new address information, if changed. Only if questionable, request verification of the expense by sending the customer a CW 2200 – Request for Verification. Update C-IV with the new shelter cost information as appropriate and Journal all changes. If the new shelter cost would cause: <ul style="list-style-type: none"> An increase in allotment, recompute benefits and issue the supplemental, or A decrease, and the case is: <ul style="list-style-type: none"> ✓ Public Assistance CalFresh (PACF) – Do not take action to decrease benefits, and send a no change Notice of Action (NOA). ✓ Non-Assistance CalFresh (NACF) – Take action to decrease benefits the first of the month for which 10-day NOA can be provided, if the change is Verified Upon Receipt (VUR). See Chapter 10 – Budgeting of this handbook for more information about VUR. If shelter costs are unknown, make no change until clarified.
<p>A change in:</p> <ul style="list-style-type: none"> Dependent care, Child support, or Medical expenses, 	<p>Determine if the change causes an increase or decrease in benefits and if a(n):</p> <ul style="list-style-type: none"> Increase – Request verification, and if verification is: <ul style="list-style-type: none"> Provided – Recalculate benefits for the month of the report and the remaining months of the certification period. Not provided – Send a No Change NOA. Decrease in benefits: <ul style="list-style-type: none"> Send a No Change NOA for PACF cases. Request verification of the change for NACF cases, and if verification is: <ul style="list-style-type: none"> ✓ Not provided – Send a No Change NOA. ✓ Provided – Take action to decrease benefits the first of the month for which 10-day NOA can be provided. <p>Note: Verification of excess medical expenses must only be provided mid-period if the change is \$25.00 or more than previously verified, whether the change is an increase or decrease.</p>

Note: If an expense change is verified mid-period, verification is not required again at SAR 7 or Recertification (RC).

Change Reporting (CR) Household Deduction/Exclusion Change Actions

**CR household:
Action on
reported
change**

The following chart identifies actions required by the Eligibility Worker (EW) when the Change Reporting (CR) household reports a change related to a deduction/exclusion via telephone, DFA 377.5, an office visit or by any other means.

If the CR CalFresh household reports...	Then the EW will...
An address change,	<ul style="list-style-type: none"> • Update C-IV with the new address information, • Update C-IV with the new shelter cost, • If the new shelter cost would cause an increase in allotment, re-compute benefits and issue the supplemental, or • If the new shelter cost is a decrease, send a timely Notice of Action (NOA), and • Request verification only if the cost is questionable.
A change in shelter costs: <ul style="list-style-type: none"> • Based on an actual increase or decrease in the rent/mortgage, etc., • Because the customer is no longer eligible to the Homeless Shelter Standard deduction, • Due to changing from SUA/LUA or TUA, and/or • Due to household composition changes, 	<ul style="list-style-type: none"> • Update C-IV with the new shelter cost. • Only if questionable, request verification.
A change in dependent care, child support, and/or medical expenses,	Request verification of the change if it causes an increase in the allotment. Note: Verification of excess medical expenses must only be provided mid-period if the change is \$25.00 or more than previously verified, whether the change is an increase or decrease.

Earned Income Deduction

Introduction

The Earned Income Deduction is a set percentage deducted from the total of the gross earned income at the beginning of the CalFresh budget.

When to allow the earned income deduction

The following gross earning types receive the Earned Income Deduction:

- Gross reported earned income of the household member(s),
 - Gross reported earned income of household member(s) excluded for Intentional Program Violation (IPV) and work registration disqualification, and
 - Prorated share of gross earned income of household member(s) excluded for ineligible noncitizen status or social security number disqualification.
-

Reference

The following references are applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-502.32
-

Standard Deduction

Introduction

The Standard Deduction is the deduction of a specific amount, set by regulation, allowed to all households that have any source of income.

When to allow the standard deduction

The Standard Deduction is allowed for all cases with any type of income. When calculating CalFresh benefits, the Standard Deduction is subtracted after the earned income deduction is applied.

Reference:

The following reference is applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-502.31
-

Dependent Care

Introduction

Dependent care deduction is the actual paid/owed or reasonably anticipated household cost for child or dependent care (disallow any costs paid by a source other than the household) for the CalFresh household member to:

- Attend training or education in preparation for employment,
- Conduct a job search (even if job search is not a program requirement), or
- Maintain employment.

Note: Refer to the “Verification Chart” block in the “Verification Requirement” section of this chapter for when/how to verify deductions and Chapter 10, “Deduction Budgeting” and “Calculating Monthly Deduction Amounts – All Other Expenses” in this Handbook for more information on how to determine/calculate the amount of allowable expense.

Reference

The following reference is applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-502.34

Conversion factors

Dependent care expenses, if paid weekly or bi-weekly, should have the 4.33 and 2.167 conversion factors used to obtain an average monthly amount.

Dependent care costs – Allowable and non-allowable

Use the chart below to determine if the dependent care cost is an allowable (when the household has any type of income) or non-allowable deduction:

Allowable	Non-allowable
<ul style="list-style-type: none">• Due or obligated under written contract or with receipt.• Expense is billed, regardless of date paid.• Service is provided by someone outside the household.• Paid by or for an excluded or Non-Household member for the care of a dependent household member. A pro-rated share is allowed when an excluded or Non-Household member is employed, seeking employment or training• There is an unpaid portion when care is paid by another agency.• Claimed regardless of age of dependent, which can include an adult household member. <p>Note: Attendant care costs which would qualify as a medical expense or dependent care will be treated as a medical expense; refer to the “Medical Expenses” section in this chapter.</p>	<ul style="list-style-type: none">• When paid to another CalFresh household member or excluded member.• Received In-Kind.• Excludable reimbursement (Welfare-To-Work, Workforce Investment Act (WIA), Care, etc.).• Deduction to student financial budget income (costs in excess of the student financial deduction are allowed).• Private school tuition (grades kindergarten and up). Only the portion specified separately for day care is allowed.• Paid by other agencies.

Medical Expenses

Introduction Excess medical expenses are the portion of medical costs in excess of the allowable amount of \$35 per month specified by regulation, incurred by any household containing an elderly and/or disabled member.

General medical expense information The following guidelines apply to the medical expense deduction:

- CalFresh Supplemental Form for Special Deductions (CF 31) is required to be given and/or mailed to all elderly and/or disabled households, however, it is not required to be returned in order to receive the excess medical expense deduction. The Eligibility Worker (EW) will:
 - Document with a **Journal** entry, or
 - Generate the CF 31 in C-IV, which will create an automatic **Journal** entry.
- Allow only those medical expenses not paid by insurance, regardless of whether the insurance provider pays directly or as a reimbursement.
- There is no maximum limit.
- Under Semi-Annual Reporting (SAR) – Households may elect to use a one-time medical expense in excess of \$35:
 - As a one-time deduction in the month paid, or
 - Averaged over the remainder of the certification period.
- Under Change Reporting (CR) – Medical expenses in excess of \$35 are not averaged and the actual monthly amount is allowed month for month.

Note: Refer to the “Verification Chart” block in the “Verification Requirement” section of this chapter for when/how to verify deductions and Chapter 10, “Deduction Budgeting” and “Calculating Monthly Deduction Amounts – All Other Expenses” in this Handbook for more information regarding how to determine/calculate the amount of allowable expense.

Medicare Premium Part B A CalFresh elderly or disabled household member who pays a Medicare Part B premium may use the amount paid as a medical expense.

Note: A Medicare Part B expense is entered differently in the C-IV system than other expenses. See C-IV User Guide, “Medicare Part B Expense, Adding a” for instructions about adding a Medicare Part B expense.

Medicare Buy-In – Part B premium An elderly or disabled household member receiving Social Security Administration (SSA) benefits and Medi-Cal with no Share of Cost (SOC) may qualify for the state to pay for the Part B premium. The payment of this premium by the state is called “Buy-In”. When Buy-In occurs (usually within 60 to 90 days of the approved Medi-Cal application), the CalFresh household can no longer use the Part B premium as a medical expense.

Medicare Buy-In status is available in the Medi-Cal Eligibility Data System (MEDS) on the INQM and INQB screens. Refer to My Easy Desk Source for status codes.

MEDS Alerts Listed below are the MEDS Alerts for Medicare Part B premium when Buy-In occurs and stops:

Buy-In Alerts	Buy-In Deletion Alerts
<ul style="list-style-type: none">• 8007 Approved• 8008 Federal Initiated	<ul style="list-style-type: none">• 8006 Accretion Failed• 8010 State Initiated Deletion• 8009 Part B Deletion• 8011 Federal Initiated Deletion

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Medical Expenses, Continued

Medical expenses – Allowable and non-allowable

Use the chart below to determine if the medical expense is an allowable or non-allowable deduction:

Allowable	Non-Allowable
<ul style="list-style-type: none"> • Medical and dental care. This includes psychotherapy and rehabilitation services provided by a licensed practitioner or other qualified health professional authorized by state law. • Hospitalization, outpatient treatment, nursing care and nursing home care. This includes payments by the household for an individual who was a household member immediately before entering a hospital or nursing home. • Attendant, homemaker, health aide or dependent care services housekeeper to care for the elderly or disabled household member (includes the Thrifty Food Plan for one if household furnishes a majority of the meals for the medical services provided). • Attendant care, which would qualify under both medical expense or dependent care, will be treated as a medical expense. • Securing or maintaining a service dog (seeing eye, hearing or service dog for the disabled), including veterinarian and dog food bills. • Prescription drugs, eyeglasses or contact lenses prescribed by an optometrist/ophthalmologist, hearing aids, dentures, and prosthetics as prescribed. • Medical supplies, sick room equipment including rental, TDD telephone equipment or other prescribed equipment. • Transportation and lodging costs to obtain medical treatment or services (transportation costs are actual cost with verification such as gas receipts). • Health and hospitalization insurance policy premiums. • Medicare premiums and Medi-Cal Share of Cost (SOC) (the actual amount paid by the customer, not the total SOC). 	<ul style="list-style-type: none"> • Household members not meeting the definition of elderly or disabled. • Supplemental Security Income (SSI)/State Supplementary Payment (SSP) recipient household members. • Past due bills (Monthly payment arrangements are not considered past due bills). • Bills paid by Medi-Cal (including Medicare premium, Medicare Buy-In, or MEDS Information Codes (MIC) code 050 for State of California as Payer), Medicaid or insurance (including reimbursements from insurance providers). • Non-prescription drugs. • Special diets. • Death, dismemberment or income-continuing policies. • Medical Marijuana, even when prescribed by a licensed practitioner or other qualified health professional.

Note: Refer to the “Verification Chart” block in the “Verification Requirement” section of this chapter for when/how to verify deductions.

Child Support

Introduction

Legally obligated child support paid to or for a non-household member is an income exclusion. The exclusion is allowed for households that pay court ordered child support.

Note: Refer to the Verification Chart block in the Verification Requirements section of this chapter for when/how to verify deductions and the Child Support Income Exclusion Budgeting section in chapter 10 of this handbook for information on how to use the child support exclusion when completing a CalFresh budget.

Reference

The following references is applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-502.38

Child support exclusion – Allowable and non-allowable

Use the chart below to determine if the child support exclusion is allowable or non-allowable:

Allowable	Non-allowable
<ul style="list-style-type: none">• Paid in a current month (may include an arrearage or back payment).• Paid for a child living outside of the household,• Paid to a third party, such as a landlord, mortgage company, etc., when required by the child support court order.• Paid for health insurance for the child, when required by the child support court order.• Household pays regardless of their source of income.• Shown as a deduction on pay verification, Social Security Award letter, Unemployment Insurance Benefits (UIB), Disability Insurance Benefit (DIB) stub or Income and Eligibility Verification System (IEVS) report.• Department of Child Support Services (DCSS) printout.• Order/Notice to withhold income for child support verifying the obligation to pay matches the amount deducted from the pay stub.	<ul style="list-style-type: none">• Household fails/refuses to verify legal child support obligation and payment.• Paid to another household member or excluded household member.

No conversion factors

Child support payments, even if paid weekly or bi-weekly, *do not use* the 4.33 and 2.167 conversion factors.

Child support fees

The following fees are not allowed when determining the amount of child support that is excluded:

- Employer's fee for processing and withholding the child support payment
- Court ordered fees, such as legal and for support while incarcerated

Homeless Shelter Standard

Overview The Homeless Shelter Standard may be used for a homeless household with a current shelter expense (housing or utilities) or one expecting to have a shelter expense *in the month*.

Reference The following reference is applicable to the information under this topic:

- Manual of Policies and Procedures (MPP) 63-502.35
 - All County Letter (ACL) 13-35
-

When to allow the Homeless Shelter Standard deduction

The following situations result in allowance of the Homeless Shelter Standard:

- CalFresh household that is not receiving free shelter for the entire month.
- CalFresh household does not incur a shelter expense; they are not entitled to the Homeless Shelter Standard.

Note: The only verification needed is the verbal statement by the homeless CalFresh household that they expect to incur a shelter cost for the month.

If the homeless household...	Then...
Gives a verbal message or statement to the Eligibility Worker (EW) that they have or are expected to have shelter costs for the month	The EW must advise the homeless CalFresh household of the option to either: <ul style="list-style-type: none">• Use the Homeless Shelter Standard (even when lower costs are verified).• Use actual shelter costs.
Elects to use the Homeless Shelter Standard	Standard Utility Allowance (SUA), Limited Utility Allowance (LUA), or Telephone Utility Allowance (TUA) may <u>not</u> be used as this standard includes rent and/or utilities.

LIHEAP

All CalFresh households are eligible to SUA effective 1/1/13 due to the implementation of the Low Income Home Energy Assistance Program (LIHEAP). While a household cannot receive SUA and the Homeless Shelter Standard at the same time, it should receive the deduction that allows for maximum CalFresh benefits.

Households eligible to the Homeless Shelter Standard must receive this deduction if it is more beneficial than SUA. Until C-IV is programmed to evaluate which deduction is more beneficial, EWs must complete a manual budget to determine which deduction to use and override EDBC, if applicable, to apply the Homeless Shelter Standard instead of SUA. The Journal must explain which deduction was used due to being more beneficial. Regardless of which deduction is used, the household will still receive the LIHEAP payment.

Housing Costs

Introduction	Housing costs are continuing costs for the residence occupied by the CalFresh household. This section explains allowable shelter costs, and when to verify.
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Reference	<p>The following references are applicable to the information under this topic:</p> <ul style="list-style-type: none">• Manual of Policies and Procedures (MPP) 63-502.36• All County Information Notice (ACIN) I-42-07
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Allowable housing cost	<p>Allowable shelter expenses the CalFresh household is obligated to pay include rent or payments for:</p> <ul style="list-style-type: none">• An apartment,• Mortgage, property taxes and/or insurance,• Space rent, or• Trailers if lived in or used as a home (such as, 5th Wheels, teardrops, mobile homes, RVs, motor homes etc.). <p>Note: These costs are allowed for a residence that is occupied by the household at the time of application, and when they are <u>not</u> paid all or in part by another person living outside of the home or vendor payment.</p>
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Example of allowable housing expenses	<p>Use the following example to determine the allowable housing cost to allow when another person or third party pays part of the household's rent.</p> <p>Scenario: The customer signed an affidavit stating that he/she receives \$300 monthly from a friend to pay a portion of her rent. Her total rent is \$700. A statement from the friend is on file stating that he contributes \$300 monthly to the participant to pay her rent. The participant provided a rent receipt as verification that her rent of \$700 had been paid in full.</p> <p>Result: The contribution of \$300 paid by the friend is not allowable as part of the housing expense for this household. The household pays \$400 monthly towards the \$700 total rent. \$400 is the allowable housing expense for this household.</p>
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Continued on next page

Housing Costs, Continued

When to verify housing costs

Housing costs are verified via customer statement at the following times:

- At application
 - Recertification (RC)
 - Change
 - Initial allowance (When homeless household transitions from homeless to paying for housing costs, this is considered an initial allowance)
-

Verification

The Eligibility Worker (EW) is required to document the case Journal with the customer's statement(s) regarding costs of housing and/or utilities.

If a customer is required to provide verification, due to questionability of shelter costs, the verification must contain the customer's name. If the verification is not in the customer's name, clarification as to why must be obtained and documented in the case Journal. Verification includes, but is not limited to:

- Rental agreement
- Receipt for payment
- Deposit bills or receipts (must verify monthly shelter amount)
- Statement from landlord
- Money orders (must include the name of a household member)
- Canceled checks

Note: A carbon copy or duplicate portion of a check is not acceptable as verification.

Continued on next page

Housing Costs, Continued

Allowable housing costs chart

The following chart provides criteria on allowable housing costs.

Household Owns Home	Household Rents/Other
<ul style="list-style-type: none"> • Mortgage (1st, 2nd, etc.) or home equity loans (when secured by a lien on the property) • Current obligated costs of a home in foreclosure. • Balloon payments at the end of a contract period. • Interest, property taxes and insurance, state and local assessments • Escrow payments. • Housing association fees and any other mandatory fees required of all owners (Includes lawn maintenance, security patrol, swimming pool, etc.). • Costs for repair of home damaged or destroyed due to natural disaster such as fire, earthquake, or flood (Do not include if costs were/will be reimbursed by insurance, relief agencies or other sources). • Costs of home temporarily unoccupied due to seeking employment/ training, illness, natural disaster or casualty. CalFresh household must intend to return to the home and is not renting or leasing the home during their absence. 	<ul style="list-style-type: none"> • Rent (1st and last when obligated. If last month's rent is required, don't allow in the last month of occupancy). • The cost of two rents (From old and new residence) when moving (If obligated to both). • Housing association fees and any other mandatory fees required of all tenants (includes lawn maintenance, security patrol, swimming pool, etc.). • Housing costs paid by the CalFresh household from their CalWORKs Homeless Assistance (HA) warrant (not voucher). Exclude the portion paid for the deposit. • Costs of home temporarily unoccupied due to seeking employment/ training, illness, natural disaster or casualty. CalFresh household must intend to return to the home and is not renting or leasing the home during their absence.

Non-allowable housing costs

Non-allowable Housing Costs include:

- Personal loans that are not secured by a lien placed on the property even if the bank is listed as a beneficiary on the homeowner's insurance policy.
- Housing costs paid for the CalFresh household via a vendor payment to the landlord (unless money was legally obligated to the CalFresh household such as alimony, child support, earnings, etc.). This includes CalWORKs Homeless Assistance (HA) voucher/vendor/subsidized payment.
- Housing costs paid by the CalFresh household with money contributed from another person specifically for housing.
- Deposits, past due payments and late charges (including those related to timely rent incentives).
- Separate costs for insuring furniture or personal belongings.
- Repairs reimbursed from any source.
- Tenant's routine repair costs.
- Separate costs for furniture, appliance rentals, or pets.
- Separate costs for garage rental.

Utilities

Low Income Home Energy Assistance Program (LIHEAP)

Effective 1/1/2013, all CalFresh cases will receive a LIHEAP cash benefit of \$.10 per year issued to each household's Electronic Benefit Transfer (EBT) card. LIHEAP, also known as Heat and Eat, makes all CalFresh households eligible to the Standard Utility Allowance (SUA) even if the household does not have utility expenses. LIHEAP is a cash payment, which customers may spend as a cash benefit using their EBT card.

Note: Although LIHEAP is cash payment, it is not considered a benefit subject to public charge consideration.

Reference

The following references are applicable to the information under this topic:

- All County Letters (ACLs) 12-61 and 13-35
-

LIHEAP and C-IV

C-IV has been programmed to do the following for all CalFresh cases:

- Issue the LIHEAP benefit, and
- Allow SUA when running Eligibility Determination and Benefit Calculation (EDBC).

Note: Upon the implementation of LIHEAP, C-IV changed all existing EBT cards with a **Primary Card Access Type** of **CalFresh** to **Cash and CalFresh** because LIHEAP is a cash benefit. EWs must select **Cash and CalFresh** when creating an EBT card or reactivating a **Dormant** or **Expunged** card.

LIHEAP and EW actions

While LIHEAP is implemented, EWs are required to do the following:

- Continue to enter all utility expenses in C-IV and request verification, if applicable.
 - Select a **Primary Card Access Type** of **Cash and CalFresh** when creating or reactivating an EBT card.
 - Evaluate households for eligibility to the Homeless Shelter Standard, if applicable (see the "Homeless Shelter Standard" block in this handbook section).
-

Homeless Shelter Standard

Households eligible to the Homeless Shelter Standard must receive this deduction instead of SUA if it is more beneficial. Until C-IV is programmed to evaluate which deduction is more beneficial, EWs must complete a manual budget to determine which deduction to use and override EDBC, if applicable, to apply the Homeless Shelter Standard instead of SUA. The Journal must explain which deduction was used due to being more beneficial.

Continued on next page

Utilities, Continued

Introduction	<p>For CalFresh purposes, utility deductions are allowed as one of the following:</p> <ul style="list-style-type: none">• Standard Utility Allowance (SUA)• Limited Utility Allowance (LUA)• Telephone Utility Allowance (TUA)
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Reference	<p>The following references are applicable to the information under this topic:</p> <ul style="list-style-type: none">• Manual of Policies and Procedures (MPP) 63-502.363
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Household receipt of utility deduction	<p>The CalFresh household will be given one of the appropriate utility deductions (SUA, LUA or TUA) when it incurs a utility expense, but never more than one deduction at a time. The CalFresh household must state a heating and/or cooling cost is incurred in order to be eligible for the SUA deduction. If the household does not incur a heating and/or cooling cost, it may still be entitled to either the LUA or TUA.</p>
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EW informing	<p>The Eligibility Worker (EW) will inform the CalFresh household at initial application, Re-Evaluation/Recertification (RE/RC), and when household moves that it may change to:</p> <ul style="list-style-type: none">• SUA, when a heating/cooling cost is incurred, or• LUA if not eligible to SUA, or• TUA for households that only have a phone expense. <p>Note: Households certified for 24 months may also choose to switch the type of utility deduction at mandatory contact (12 months).</p>
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Allowable utility expenses	<p>Allowable utility expenses the household is obligated to pay include:</p> <ul style="list-style-type: none">• Gas or electricity for heating and/or cooling (Utility Company, propane, wood, etc.).• Water and sewage.• Garbage and trash collection fees.• Telephone <p>These costs are allowable even when the residence is temporarily unoccupied due to the CalFresh household seeking employment/training, illness, abandonment because of a natural disaster or casualty, if the CalFresh household intends to return.</p>
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Utilities, Continued

When to verify utility costs

Utility costs are verified via customer statement at the following times:

- At application
 - Recertification (RC)
 - Change
 - Initial allowance (When homeless household transitions from homeless to paying utility costs, this is considered an initial allowance)
-

Verification

The EW is required to document the case Journal with the customer's statement(s) regarding costs of housing and/or utilities.

If a customer is required to provide verification, due to questionability of utility costs, the verification must contain the customer's name. If the verification is not in the customer's name, clarification as to why must be obtained and documented in the case Journal. Verification includes, but is not limited to:

- Utility bills
 - Receipt for payment
 - Deposit bills or receipts
 - Statement from landlord
 - Money orders
 - Canceled checks
-

Continued on next page

Utilities, Continued

Standard Utility Allowance

The Standard Utility Allowance (SUA) is a set amount for a CalFresh household incurring heating and/or cooling costs.

Allowable condition for SUA are:

- Heating and/or cooling costs are separate from housing costs.
- The CalFresh household incurs and is obligated to pay the heating and/or cooling costs.

SUA is not prorated when the CalFresh household lives with and shares utility expenses with an excluded/ineligible household member or when the household lives with and shares expenses with another household. Roomers who qualify for the SUA are eligible to the full SUA amount.

Allowable utilities

Allowable utilities include:

- Heating and cooking fuel (utility company, propane, wood, etc.)
- Cooling and electricity
- Fees charged by the utility provider for initial installation, excluding deposits.

Note: Propane for heating/cooling (e.g., for a RV trailer used as a home) may include canisters available for purchase. Also, propane tanks can be filled and the cost for the refilling of the canister is allowable.

Examples – When SUA is allowed

Example 1:

Two households live in the same home and share the cost of utilities. Both pay part of the bills to heat and cool the home. Both households are eligible to the full SUA amount.

Example 2:

One household consists of a father, mother and two children. The father is an employed undocumented noncitizen. The mother and children are Legal Permanent residents (LPRs). The household pays for heating and cooling; this household is eligible to the full SUA amount.

Example 3:

Household consists of a mother and one child. The mother is a roomer and pays \$50 a month for utilities. The receipt on file states she pays towards the gas bill for heating, the customer is eligible to full SUA.

Continued on next page

Utilities, Continued

When SUA is not allowed

SUA is not allowed if any of the following exists:

- Utility expense does not include a heating or cooling cost.
 - The household is paying excess costs only (such as in public housing)
 - When there is no separation between rent and utility amount on verification.
-

Limited Utility Allowance (LUA)

Households that do not qualify for the SUA but incur expenses for at least two separate utilities other than for heating or cooling are eligible for a LUA. Allowable utilities outside heating and cooling expenses include telephone, water, sewer and garbage. The LUA is not prorated when the CalFresh household lives with an excluded/ineligible household member or when the household shares utilities included in the LUA with another household.

Allowable utilities include:

- Water and sewage.
- Gas and/or electric for non heating or cooling use.
- Garbage and trash collection fees.
- Telephone
- Fees charged by the utility provider for initial installation, excluding deposits.

Caution: Gas and or electric expenses needs to be fully explored for possible SUA allowance prior to allowing LUA.

Telephone Utility Allowance (TUA)

Households that do not qualify for either the SUA or LUA but incur a telephone expense (home or cellular telephone), or in its absence, an equivalent form of communication (such as the internet), are eligible to receive a telephone deduction. The TUA is not prorated when the CalFresh household lives with an excluded/ineligible household member or when the household shares the phone expense with another household. Costs billed for TDD are included but if the CalFresh household meets disability criteria, then include only under medical deductions.

Allowable utilities include:

- Telephone – Including but not limited to:
 - Home or cellular telephones
 - Email through the internet
 - Pre-paid telephone cards
 - Phone lines for a fax machine
 - Household pays \$10 a month to use the neighbor's home telephone when needed.
 - Fees charged by the utility provider for initial installation, excluding deposits.
-

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Utilities, Continued

Customer reports paying a “flat rate”

If the customer reports paying a flat rate for utilities, such as, \$50 for utilities, the EW must investigate what utilities are covered by the flat utility charge and further determine that the flat rate is incurred separate and apart from the rent or mortgage payment. If the flat rate is billed for heating or cooling costs, the customer is eligible to SUA.

If the EW determines the flat rate does not cover heating or cooling costs, the EW must determine if a LUA is allowed for costs incurred for a combination of any two other utilities paid. If the flat rate amount charged is for telephone only, the TUA is allowed.

Temporary unoccupied residence

SUA, LUA or TUA are allowable even when the residence is temporarily unoccupied due to:

- CalFresh household seeking employment/training, **or**
 - Illness, **or**
 - Abandonment because of a natural disaster or casualty, **and**
 - The CalFresh household intends to return.
-

Non-allowable utilities

Non-allowable utilities include:

- Cable TV
 - Deposits and/or late fees
 - Utilities included in rent (In order to allow a utility deduction, the statement must specifically address how much of the amount paid for rent is for payment of utilities)
 - Amounts owed for any previous months
-

Energy utility assistance payments

Household's that receive Energy Assistance payments may choose SUA, LUA or TUA.

There are two types of Energy Assistance Payments:

- The Low Income Home Energy Assistance Act (LIHEAA) of 1981.
- The household is entitled to SUA or LUA with this type of payment, regardless of whether out of pocket expenses occurred.
- Other energy assistance vendor payments not made under LIHEAA.
- The household is entitled to SUA or LUA **only if** out of pocket expenses occur with this type of payment.

Note: In order to allow SUA, the expense must be for heating and or cooling.

CalFresh Policy Handbook

CHAPTER 13

Fraud/QC/Appeals

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Program Integrity Division (PID)

Overview The Program Integrity Division (PID) is a support department to the Human Services (HS) that is responsible for preventing, detecting, and prosecuting acts of fraud, accepting personnel and non-personnel complaints, reviewing customer disputed case actions, collecting overpaid benefits, and promoting and measuring the integrity of the Transitional Assistance Department's (TAD's) programs.

PID units PID consists of three units:

- Fraud Investigation Unit (FIU) – Tasks include preventing, investigating, arresting, and assisting with the prosecution of acts of welfare and employee fraud.
- Quality Review Unit (QRU) – Tasks include preventing and early detection of fraud, verifying income and property, budgeting and collecting overpayments (OPs) and overissuances (OIs), and reviewing cases for accuracy and data collection as required by the federal government.
- Appeals Unit – Tasks include completing impartial reviews of case actions and inactions for dissatisfied customers, negotiating and preparing State Hearing requests, monitoring corrective actions, representing the County in Administrative Hearings, and accepting, acting upon, or referring complaints, including allegations of discrimination.

References The following references are applicable to the information under this topic:

- ACL 03-18
- ACIN I-54-03
- ACIN I-84-03
- ACIN I-09-04
- ACIN I-10-04
- ACIN I-29-04
- ACIN I-44-04
- MPP 20-000
- MPP 21-000
- MPP 22-000

Terms and Definitions

Adequate notice	A written notice informing the customer of the action the County intends to take, the reason for the intended action, the specific regulations supporting such action, an explanation of the customer's right to request a State Hearing, and, if appropriate, the circumstances under which aid will be continued if a hearing is requested.
Administrative Disqualification Hearing (ADH)	A hearing requested by the County and conducted by the State Department of Social Services (DSS) to determine if an applicant or recipient of CalWORKs and/or CalFresh intentionally made a false or misleading statement, or misrepresented, concealed, or withheld facts
Administrative Error (AE) Claim	An overissuance (OI) caused by the County when the County possessed all information necessary to make a correct allotment determination. Includes OIs due to an action or inaction in the C-IV system.
Administrative Law Judge (ALJ)	The person designated by DSS to be responsible for resolving case action disputes between customers and the County (State Hearing), and conducting disqualification hearings, such as Intentional Program Violations (IPVs).
Aid Paid Pending (APP)	Continuation of aid in the same amount the claimant would have received if the proposed action was not taken.
Appeal (or Fair Hearing or State Hearing)	See "State Hearing."
Appeals Unit	The unit in the Program Integrity Division (PID) responsible for representing the County in State Hearings and Administrative Disqualification Hearing processes.
Benefit Reduction	Recovery of an overissuance by reducing the CalFresh allotment.
C-IV	A consortia automation system used by the County that contains customer program eligibility and benefit information.

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Terms and Definitions, Continued

CDSS	The California Department of Social Services, also known as DSS.
Civil Rights/ Non-Discrimination Policy	Federal and State laws ensuring individuals have equal treatment and access to benefits and services.
Claimant	An applicant or recipient of public assistance programs who requests a State Hearing.
Complaints	A function of PID's Appeals Unit, responsible for receiving complaints from customers and the public regarding the receipt or application for public assistance benefits and referring the complaints to the appropriate department for resolution.
Current period	A six calendar month period beginning with the issuance of a countable replacement.
Custodian of Record	A Quality Review Specialist (QRS) who is responsible for taking a subpoenaed case file to court and, when required, testifies as to its contents.
Discrepancies	Information written or stated by the applicant or recipient customer that is inconsistent or conflicting with third party information, the case record, verifications, and/or observations.
Disqualification	To make an individual ineligible for benefits due to failure to meet certain rules or regulations in the CalWORKs or CalFresh programs.
Duplicate issuance	Two CalFresh benefits for the same month, whether or not issued for the same amount, received by the customer as a result of agency error.
Electric Benefit Transfer (EBT)	An electronic system that allows a household to authorize transfer of their CalFresh benefits from the CalFresh Electronic Benefit Transfer (EBT) account to a retailer or authorized facility account to pay for food products received.

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Terms and Definitions, Continued

Excessive Issuance (Overissuance)	CalFresh benefits issued to a household in an amount greater than the allotment the household should have received. Excessive issuances are the result of agency or customer error (e.g., incorrect entry in the C-IV system or on the application, incorrect budget, incorrect information from the household, etc.). An excessive issuance results in an overissuance.
Fair Hearing (or Appeal or State Hearing)	See the “State Hearing (or Fair Hearing)” block.
Fleeing felon	<p>For CalFresh eligibility purposes, a fleeing felon is an individual with an outstanding felony arrest warrant that conforms to one of the following three National Crime Information Center (NCIC) Uniform Offense Classification Codes:</p> <ul style="list-style-type: none">• Escape (4901),• Flight to Avoid (prosecution, confinement, etc.) (4902), or• Flight-Escape (4999).
Food and Nutrition Service (FNS)	The FNS is a division of the Department of Agriculture responsible for administering CalFresh.
Fraud	When an individual intentionally makes false statements or omits information in order to receive CalWORKs and/or CalFresh benefits.
Fraud Investigation Unit (FIU)	The central unit in the Program Integrity Division (PID), responsible for investigating suspected CalWORKs, CalFresh, Child Care, and employee fraud, arresting fraud suspects and, as needed, coordinating activities with other law enforcement agencies.
Homecall Unit	The central unit in PID’s Quality Review Unit (QRU) that conducts home interviews of applicants and recipients referred by Eligibility Worker (EWs) when case discrepancies are found, fraud is suspected, or for Welfare-to-Work (WTW) sanctions.
Inadvertent Household Error Claim (IHE)	An overissuance caused by a misunderstanding or unintended error on the part of the household.

Continued on next page

Terms and Definitions, Continued

Income and Eligibility Verification System (IEVS)	A Federally mandated system, which compares income and eligibility information reported by other agencies, counties, and states to MEDS with case information on the County's automation system (C-IV or Welfare Database).
Intentional Program Violation (IPV)	An applicant or recipient who intentionally withholds, conceals, or misrepresents facts pertinent to the eligibility of CalWORKs and/or CalFresh may be guilty of an IPV. A determination of an IPV can only be made by a court judgment, administrative disqualification hearing, or the applicant or recipient signing a disqualification consent agreement.
Lost Benefit	Benefits due to a household for the past month(s).
Month of Discovery	The month the county obtained information necessary to determine that an overissuance occurred or the household is due a supplemental/lost benefit. This may not be the same month in which the Eligibility Worker (EW) calculates the overissuance (OI).
Offsetting	A method of recovering all or a portion of an overissuance by applying it against lost benefits due to the household.
Overissuance (OI)	The amount of CalFresh a household received to which it was not eligible.
OI Establishment Date	The date that CORU set up the OI and automated Notices of Action (NOAs) were sent to the customer advising of the OI and Repayment Agreement plan.
Penalty	The forfeiture of benefits due to a violation of the rules of CalWORKs or CalFresh regulations.
Probation/ Parole violator	For CalFresh program purposes, a probation/parole violator is an individual who, as determined by an impartial third party (such as a judge or officially sanctioned tribunal), has violated a condition of his/her probation or parole imposed under federal or state law, and federal, state, or local law enforcement authorities are actively seeking the individual to enforce the conditions of the probation or parole. These individuals are ineligible to CalFresh.

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Terms and Definitions, Continued

Program Integrity Division (PID)	The Division in HSS that includes the Quality Review Unit (QRU), the Fraud Investigation Unit (FIU), the Appeals Unit, and the Case Review Unit (CRU). PID was formerly known as the Fraud Prevention Bureau (FPB).
Quality Control (QC)	The Federally mandated administrative system for documenting the extent of and reason for CalFresh errors and CalWORKs Welfare to Work participation information.
Quality Review Unit (QRU)	<p>The QRU is responsible for:</p> <ul style="list-style-type: none">• Completion of Federal/State case reviews – Quality Control (QC)• Reconciliation of income and property information from State reports with what the customer reported in the case record – IEVS• Verification, prevention, and early detection of Fraud – Homecalls• Determination of good cause for non-cooperation with the Department of Child Support Services (DCSS)
QC (Yearly) review period	October 1 st of one year through September 30 th of the following year.
Recovery	The recoupment of overissued CalFresh benefits. Methods include allotment reduction, offsetting, voluntary repayment, and collection by a county collection agency (HSS Auditing/Collections).
Replacement	A reissuance of CalFresh benefits, Personal Identification Number (PIN) or food.
Review Period	<p>The month of the QC review and the two months proceeding that month.</p> <p>Example: <i>Review month is July. Review period is May, June, and July.</i></p>
Sanction	Imposing a reduction in benefits due to a violation of a CalWORKs or CalFresh regulation.
Snowballing overissuances	“Snowballing” can occur when a new OI is computed in a month in which an existing overissuance is being adjusted through benefit reduction.

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Terms and Definitions, Continued

State Hearing (or Appeal or Fair Hearing)	A form of administrative hearing mandated by Federal and State law whereby a dissatisfied applicant or recipient customer may obtain an impartial review of a County action or inaction.
<hr/>	
Subpoena	A notice commanding a person to appear in court to testify as a witness. A subpoena may also be used to request a case file for court proceedings other than for State Hearings (See Custodian of Record).
<hr/>	
Supplement	Amount of CalFresh benefits due a household for the current calendar month, which was not previously issued or included with the regular CalFresh issuance.
<hr/>	
Underissuance	Amount of CalFresh benefits due to the household for any month(s).
<hr/>	

PID – Fraud Investigation Unit (FIU)

Overview

The Fraud Investigation Unit (FIU) is comprised of recognized peace officers and support staff. FIU has the responsibility to investigate suspected CalWORKs, CalFresh, and Child Care fraud cases and, when necessary, file charges with the District Attorney's office.

Responsibilities The table below describes FIU's responsibilities.

Task	Description
Compliance Checks	Conducts homecalls in coordination with local law enforcement agencies.
Criminal Investigations	Conducts desk and field investigations of suspected fraud: <ul style="list-style-type: none">• Applicant and recipient customer CalWORKs and CalFresh fraud• Vendor fraud• Child Care provider (collaborator) and recipient customer fraud• Employee fraud• In-Home Supportive Services (IHSS) provider fraud
Electronic Benefit Transfer (EBT) Investigations	Monitors EBT data for patterns or trends that could indicate fraudulent usage by vendors and customers.
IPV	Prepares cases for Intentional Program Violation (IPV) hearings.
New Employee Background Checks	Runs background checks on all new hires for felonies or other crimes deemed as unacceptable by Human Resources.
Serve Warrants	Serves: <ul style="list-style-type: none">• Arrest warrants for welfare fraud• Search warrants
Subpoenas	Serves subpoenas for: <ul style="list-style-type: none">• District Attorney filings for welfare fraud• State Hearings
Warrant Checks	Runs warrant checks on reported applicant or recipient customer fleeing felons.

Finding Discrepancies

Overview

Discrepancies are inconsistent or conflicting information in:

- The applicant or recipient customer's verbal or written statement,
 - Third party information (Income and Eligibility Verification System (IEVS) Quality Control (QC), complaints, etc.),
 - Case record, documentation, or verification, and
 - Eligibility Worker (EW) observations.
-

Examples of discrepancies

The EW should be alert to certain general situations that may indicate a discrepancy. He/she should use good judgment when deciding whether the customer's explanation is reasonable.

This list is not all-inclusive:

- Incomplete or questionable information from the CalFresh application.
 - Statements offered in the interview that conflict or are inconsistent with other verbal or written statements or verifications.
 - Rent is 80% or more of the total household income.
 - Utility bills in another individual's name and the household lives alone.
 - Household lives with relatives of the absent parent.
 - One of the parents in a two-parent household refuses to cooperate with the Welfare-to-Work (WTW) program and then leaves the home.
 - An address change is submitted during the application process and the household was not homeless.
-

Discrepancies reported by WTW program staff

EWs may receive information regarding possible discrepancies from WTW staff. This information is received via e-mail or a communication form from the owning Employment Services Specialist (ESS). When such information is received, EWs must:

- Review the case,
- Take the appropriate action, *and*
- Notify the reporting ESS of the findings.

Use the Step/Action chart in the Resolving WTW discrepancies block of this section to determine the correct actions to take regarding these discrepancies.

Continued on next page

Finding Discrepancies, Continued

Resolving WTW discrepancies

Use the chart below to determine the correct steps to take when WTW program staff reports a possible discrepancy.

Step	Action								
1	EW receives information from WTW staff regarding a possible discrepancy.								
2	EW reviews the case record to determine if a discrepancy exists and, if so, whether it has been resolved, and: <table border="1"> <tr> <th>If...</th><th>Then the EW will...</th></tr> <tr> <td>No discrepancy exists,</td><td> <ul style="list-style-type: none"> Narrate in the case Journal the information received from WTW staff and that no discrepancy was found, <i>and</i> Notify the reporting ESS of findings using the same method of communication by which the report was received. </td></tr> <tr> <td>Discrepancy was previously resolved,</td><td> <ul style="list-style-type: none"> Narrate in the case Journal the information received from WTW staff and that the discrepancy was previously resolved, <i>and</i> Notify the reporting ESS of finding using the same method of communication by which the report was received. </td></tr> <tr> <td>Discrepancy needs to be resolved,</td><td> <ul style="list-style-type: none"> Narrate in the case Journal the information received from WTW staff, Attempt to resolve the discrepancy (See Resolving Discrepancies in this Chapter), <i>and</i> Notify the reporting ESS of findings using the same method of communication by which the report was received. </td></tr> </table>	If...	Then the EW will...	No discrepancy exists,	<ul style="list-style-type: none"> Narrate in the case Journal the information received from WTW staff and that no discrepancy was found, <i>and</i> Notify the reporting ESS of findings using the same method of communication by which the report was received. 	Discrepancy was previously resolved,	<ul style="list-style-type: none"> Narrate in the case Journal the information received from WTW staff and that the discrepancy was previously resolved, <i>and</i> Notify the reporting ESS of finding using the same method of communication by which the report was received. 	Discrepancy needs to be resolved,	<ul style="list-style-type: none"> Narrate in the case Journal the information received from WTW staff, Attempt to resolve the discrepancy (See Resolving Discrepancies in this Chapter), <i>and</i> Notify the reporting ESS of findings using the same method of communication by which the report was received.
If...	Then the EW will...								
No discrepancy exists,	<ul style="list-style-type: none"> Narrate in the case Journal the information received from WTW staff and that no discrepancy was found, <i>and</i> Notify the reporting ESS of findings using the same method of communication by which the report was received. 								
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Discrepancy needs to be resolved,	<ul style="list-style-type: none"> Narrate in the case Journal the information received from WTW staff, Attempt to resolve the discrepancy (See Resolving Discrepancies in this Chapter), <i>and</i> Notify the reporting ESS of findings using the same method of communication by which the report was received. 								

Note: If a Homecall or Special Investigation referral is completed to assist in resolving the discrepancy, send a copy of the investigator's findings to the referring WTW staff.

Resolving Discrepancies

Eligibility Worker (EW) responsibility

The Eligibility Worker (EW) will resolve discrepancies by following up on contradictory or inconsistent information found in the case record, customer's statements, or information received from a third party.

This section explains the various methods of resolving discrepancies and gives a description of what is involved for each one.

Fact-finding interview

When a discrepancy is discovered, the EW will conduct a fact-finding interview. During the fact-finding interview, the EW:

- Explains the purpose of the interview.
- Reviews the discrepant issues.
- Reviews reporting responsibilities.
- Explains the possible result of the change(s) reported and the changes not reported (e.g., FIU investigation, overpayment and overissuance, criminal responsibilities, etc.).

After the interview, the EW will narrate in the case Journal all facts discovered during the course of the interview and any actions taken.

Collateral Contact

If the EW is unable to resolve the discrepancy during the fact-finding interview, the EW may attempt to resolve it by making collateral contact with a third party such as an employer, school, or landlord.

- A Release of Information form must be signed by the customer in order to make the contact. If the customer refuses to sign the Release of Information form, deny or discontinue CalWORKs for failure to cooperate in providing essential information.
- The EW will narrate in the case Journal all facts discovered and any actions taken.

Exception: A Release of Information form is not required:

- To contact a school if a TAD 144: School Attendance Verification form is on file, or
 - For FIU to make collateral contacts.
-

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Resolving Discrepancies, Continued

Referrals

If, after completing the fact-finding interview and making a collateral contact, the EW still cannot resolve the discrepancy the EW will submit a Homecall or Special Investigation referral. Use the table below to determine which referral to submit:

If the application date is...	Then submit a...
Within the past 60 days,	Homecall referral.
Older than 60 days,	Special Investigation referral.

Narrate in the case Journal all facts discovered and actions taken.

Customer disputed findings

Under no circumstances will the TAD 48 (E/S): Declaration be used by itself to contradict a Fraud Investigator's report, or facts or documentation obtained by a third party.

Fraud Detection

Overview

Fraud exists when a person has:

- Knowingly, and with intent to deceive, made a false statement or misrepresentation to obtain benefits, continue benefits, increase benefits, or avoid a reduction of benefits.
- Knowingly failed to disclose information that could result in denial, reduction, or discontinuance of aid.
- Accepted benefits knowing he/she was not entitled to receive, or accepted any amount of benefits knowing it is more than what s/he was entitled to receive.

Under California State regulations, the County is responsible for the prevention and identification of fraudulent receipt of public assistance funds and CalFresh benefits.

Human Services (HS) staff must take prompt and decisive steps to investigate and determine the facts regarding any situation suggesting that benefits received were based on incorrect, incomplete, or false information.

Type of referral

For suspected fraud that is:

- More than 60 days from the application date, complete a Fraud Referral.
 - Within the first 60 days from the application date, complete a Homecall Referral.
-

Fraud indicators

Some indicators of possible fraud are when the customer:

- Provides documents that appear to be forged or with obvious alterations,
 - Provides conflicting verbal information or paperwork with unresolved discrepancies (income, attendance, expense claims), or
 - Reports shelter costs are current and paid shelter costs exceed income.
 - The Eligibility Worker (EW) will first attempt to resolve by questioning the customer about the discrepancy. How is the customer meeting their needs?
 - Any other identified and unresolved case discrepancy.
-

Continued on next page

Fraud Detection, Continued

EW responsibility

Prior to initiating either a Homecall or Fraud Referral, the EW is responsible for resolving discrepancies and determining facts. The EW will:

- Conduct a fact-finding interview using all available resources to verify questionable information including obtaining a:
 - Release of Information (TAD 228) to make contact with a third party such as an employer, school, or landlord, or
 - Declaration (TAD 48).
- Request and review all verifications related to:
 - Household composition
 - Income
 - Property
 - Residence
 - Other information necessary to determine eligibility

If the EW is unable to resolve the discrepancies, he/she will enter detailed and specific information on the Special Investigation Referral as to why the referral is needed and what steps the EW has taken to resolve the discrepancies.

ALERT Case System

Introduction

This section contains information on the CalFresh Integrity Plan (IP) Anti-fraud Locator using EBT Retailer Transaction (ALERT) System and process. The ALERT System is designed to:

- Enhance program integrity,
- Eliminate fraud and abuse,
- Identify retailers who are buying, selling, stealing (trafficking) CalFresh benefits for cash or items other than food,
- Identify retailers who are permanently disqualified from redeeming CalFresh benefits via Electronic Benefit Transfer (EBT) cards, and
- Identify customers who may be using his/her EBT card at a disqualified retailer.

Note: The ALERT System only applies to the CalFresh Program.

Definitions

The following are definitions used in this section:

Anti-fraud Locator using EBT Retailer Transaction (ALERT) System:

Coordinated effort between Food and Nutrition Services (FNS), California Department of Social Services (CDSS), County Welfare Departments (CWDs) and Special Investigations Unit (SIU) to enhance program integrity and eliminate fraud and abuse by identifying customers who may be engaged in illegal trafficking transactions at disqualified CalFresh retailers.

Trafficking: Buying, selling, stealing, or otherwise affecting an exchange of Supplemental Nutrition Assistance Program (SNAP)/CalFresh benefits via EBT cards for cash, alcoholic beverages, tobacco products, firearms, ammunition, explosives or illegal drugs.

ALERT warning letter: Informs customers that their EBT card has been used at a retailer that has been disqualified by Food and Nutrition Services (FNS) due to illegal trafficking.

Continued on next page

ALERT Case System, Continued

Overview of the ALERT process

CDSS works directly with San Bernardino County's Program Integrity Division (PID) on identified ALERT cases. However, Eligibility Workers (EWs) may see an ALERT warning letter imaged in a customer's case, a letter returned to the office, or receive questions from customers about the ALERT letter.

The chart below gives an overview of the ALERT process.

Stage	Description
1	FNS sends ALERT case data containing information about customers whose transactions at a retailer were considered to be trafficking to CDSS Fraud.
2	CDSS Fraud: <ul style="list-style-type: none">• Reviews the data,• Prepares the data in an electronic file,• Sends the ALERT file and a copy of the ALERT warning letter to PID,• Sends the ALERT warning letter to the CalFresh customer informing him/her:<ul style="list-style-type: none">– His/her EBT card was used at retailer that can no longer accept EBT, and– The proper use of his/her EBT card.
3	PID: <ul style="list-style-type: none">• Reviews the ALERT file,• Notifies CDSS of the outcome of the ALERT investigation, and• Images the warning letter in C-IV.
4	EW takes no action, unless: <ul style="list-style-type: none">• The customer calls with questions about the ALERT warning letter; he/she then:<ul style="list-style-type: none">– Reviews the information in the letter, and– Reminds the customer that CalFresh benefits can only be used to buy (eligible) food the household eats.• He/she suspects the customer is trafficking his/her CalFresh benefits; he/she then creates a fraud referral in C-IV for PID.

Excessive Card Replacement

Overview

This section contains information about the CalFresh Integrity Plan (IP), Excessive Card Replacement (ECR) system and process. The ECR system is designed to:

- Enhance program integrity,
- Enhance program integrity,
- Eliminate fraud and abuse, and
- Reduce the number of replacement Electronic Benefit Transfer (EBT) cards.

Note: The ECR system only applies to the CalFresh Program.

Definitions

The following are definitions used in this section:

Excessive Card Replacement (ECR): When a customer has received and activated four EBT replacement cards within a 12-month period. The 12-month period is a rolling time period and begins with the first request for a replacement card.

Trafficking: Buying, selling, stealing, or otherwise affecting an exchange of Supplemental Nutrition Assistance Program (SNAP)/CalFresh benefits via EBT cards for cash, alcoholic beverages, tobacco products, firearms, ammunition, explosives or illegal drugs.

ECR warning letter (EBT 2260): Informs customers their EBT card replacement rate indicates they may be having trouble with their card or potential misuse. The letter also includes information regarding the proper use of the EBT cards and penalties for trafficking and/or misuse of CalFresh benefits.

ECR Report: A daily report created by C-IV to notify counties the customer has received and used four or more EBT replacement cards with a 12-month period.

Continued on next page

Excessive Card Replacement, Continued

Overview of the ECR process

The chart below gives an overview of the ECR process.

Stage	Description
1	EBT Vendor: <ul style="list-style-type: none">• Tracks the number of replacement cards issued to a customer, and• Reports to C-IV when the customer has received four activated replacement cards in a 12-month period.
2	C-IV: <ul style="list-style-type: none">• Processes the ECR report daily, and• Prints and mails the ECR warning letter (EBT 2260) to the primary EBT cardholder.
3	Eligibility Worker (EW): <ul style="list-style-type: none">• Re-mails any returned ECR warning letters (EBT 2260) to the customer's new address,• Answers customer questions regarding the letter,• Questions the customer about the need for frequent replacement cards (Is there a lack of understanding of how to use or manage the EBT card?),• Educates the customer about how to manage his/her EBT card, including training and/or appointing an authorized representative, and• Submits a fraud referral to the Program Integrity Division (PID) if he/she suspects the customer is trafficking his/her CalFresh benefits.
4	Authorized Issuance Office Assistant (AIOA): <ul style="list-style-type: none">• Gives the customer the following brochures when a replacement EBT card is picked up:<ul style="list-style-type: none">– PUB 388 - California Electronic Benefit Transfer (EBT) Card - The easy, safe, and convenient way to receive your CalFresh and Cash benefits, and– PUB 389 - California Electronic Benefit Transfer (EBT) Card - How To Use Your EBT Card to Make A Purchase.• Informs the customer not to do the following to his/her EBT card:<ul style="list-style-type: none">– Bend or fold,– Scratch or write on the black strip on the back,– Wash or get it wet,– Leave it near magnets, televisions, Digital Video Recorders (DVRs) or microwave ovens,– Leave it in the sun or other hot places, like a car dashboard, and• Informs the customer not to:<ul style="list-style-type: none">– Give out his/her Personal Identification Number (PIN), and– Keep the PIN with the card.

PID – Quality Review Unit (QRU)

Overview

The Quality Review Unit (QRU) is comprised of Quality Review Specialists (QRSs) and fiscal and support staff. They provide a variety of support functions to Human Services System (HSS) including completing quality control case reviews for Department of Social Services (DSS), conducting homecalls, comparing income information in the case record with information provided to the State, and identifying overpayments and overissuances and creating recovery accounts resulting from of Fraud Investigation Unit (FIU) investigations.

Areas of responsibility

The following table lists some of QRU's responsibilities.

Responsibility	Description
Custodian of Record	Acts as the Custodian of Record when a Transitional Assistance Department (TAD) case is required in court for any reason other than welfare fraud. The Custodian of Record requests the physical case file (or reviews the automated case record), takes it to court, and may be required to testify as to what is in the case record.
Forged Warrants	Determines whether or not the payee cashed a warrant they reported not receiving.
DCSS Good Cause Determination	Determines if good cause exists when a customer claims good cause for not cooperating with the Department of Child Support Services (DCSS). Refer to the Deprivation Chapter of the CalWORKs Policy Handbook, (CWPHB) for more information.
Homecalls	Conducts interviews in customer homes to resolve discrepancies, to verify landlord information for vendor payments, and to discuss circumstances with Welfare-to-Work (WTW) program sanctioned individuals.
Income and Eligibility Verification System (IEVS)	Reconciles discrepant income and property information reported to the State Medi-Cal Eligibility Data System (MEDS) computer system from various Federal and State reporting agencies and matches the information with what is in C-IV.
Internal Fraud Detection	Conducts desk audits and/or computer audits in conjunction with the FIU unit in cases of suspected employee fraud.
Intentional Program Violations (IPVs)	Prepares cases for IPV hearings.
Overpayments (OPs) and Overissuances (OIs)	Verifies and creates recovery accounts for OPs and OIs resulting from FIU investigations.
Quality Control Review (QC)	Completes Federally mandated reviews of cases for both WTW participation and CalFresh payment accuracy data collection.

Homecall Referrals Procedures

Introduction

Homecall staff is responsible for early fraud detection and prevention, which includes discussing discrepant information with applicant and recipient customers and explaining the penalties for fraud. The Quality Review Specialist (QRS) serves as a liaison between the Eligibility Worker (EW) and the customer by providing the functions described on this page.

The QRS makes unannounced home calls and interviews customers based on referrals made by EW staff.

The QRS will:

- Clarify discrepancies or identify potential fraud.
- Promote fraud prevention by advising customers of their rights, reporting responsibilities, and program sanctions and penalties.
- Interview customers sanctioned by Welfare-to-Work (WTW) to encourage compliance to gather Welfare-to-Work (WTW) information for the State.
- Collect landlord information for vendor payments.

During the interview, the QRS will answer general questions but will refer the customer back to the EW for case-specific questions.

Homecall referrals

Submit a Homecall referral for the following situations:

- Inter-County Transfers (ICTs);
- New state arrival with no car or resources;
- No means of support 60 days prior to application;
- Cash aid discontinued or denied in the last 90 days for:
 - Employment or increased earned or unearned income,
 - Absent parent returned to the home,
 - Non-cooperation, or
 - Homeless – Only if an address can be established.

When the EW suspects fraud or identifies a possible discrepancy, he/she will request verification of:

- Household composition,
- Income,
- Property,
- Residence, or
- Other information necessary to determine eligibility.

The referral can be made by the Intake or Continuing EW on applications within the first 60 days from the application date.

Income and Eligibility Verification System (IEVS)

Overview

The Income and Eligibility Verification System (IEVS) is a Federally mandated eligibility verification system.

IEVS matches names, Social Security Numbers (SSNs), and birth dates of customers in C-IV against income information reported by various agencies to the California State Medi-Cal Eligibility Data System (MEDS) system. Various reports are generated based on the matched information, including:

- Payment Verification System (PVS) Report,
 - Benefit Earnings Exchange Record (BEER),
 - IEVS Earnings Report,
 - Asset Match,
 - New Hire Report (NHR),
 - Fleeing Felon,
 - Prisoner Match,
 - Deceased Person Match, and
 - IEVS Applicant abstract.
-

Responsibility

Eligibility Worker (EW) and Quality Review Specialist (QRS) staff are responsible for reconciling the IEVS reports (depending on the type of report) with information in the case record, which may include:

- Contacting the customer or employer to resolve discrepancies,
 - Recalculating benefits,
 - Identifying overpayments and overissuances, and
 - Narrating actions taken in the case Journal.
-

EW/QRS reconciliation

EWs and QRSs are responsible for different reports. The table below identifies the staff responsible for each report:

EW	QRS
IEVS Applicant abstract	IEVS Earnings Report
PVS	Asset Match
NHR	BEER
	Fleeing Felon
	Prisoner Match
	Deceased Person Match

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Income and Eligibility Verification System (IEVS), Continued

IEVS Applicant Abstract

C-IV automatically requests an IEVS Applicant abstract each night for individuals pended in C-IV that day. If the individual is pended and processed within the same day, the EW must manually request IEVS information.

The customer's information is matched with the following agencies:

- Employment Development Division (EDD)
- Social Security Administration (SSA)
- Franchise Tax Board (FTB)

C-IV automatically sets a **Task** when an IEVS Applicant abstract is received.

Note: If an application/add person is processed prior to receipt of the IEVS Applicant abstract, the EW must set the **Income Change Task** in C-IV for 30 days to process this report.

IEVS Applicant Abstract Task

C-IV automatically sets a 30-day IEVS Applicant **Task** for each program and EW/Master Assignment Queue (MAQ) when an IEVS match is received. The Task will be generated with the following information:

- **Task type = Report**
 - **Long Description = IEVS Applicant Information is available for <CASE ID>.**
-

IEVS Applicant Abstract reconciliation

EWs are responsible for reconciling all IEVS Applicant Abstracts within 30 days of receipt, including:

- Contacting the customer when necessary to resolve discrepancies,
- Annotating findings on IEVS Applicant Abstract (Comments section),
- Clearing the **Task**, and
- Journaling actions taken.

To reconcile IEVS Applicant Abstracts and related Tasks, refer to Chapter M in the Operations and Reference Handbook (ORHB). Additional information regarding Tasks can be found in ORHB Chapter J.

PVS report

The PVS Report is available in C-IV on approximately the first day of each month under the Special Units tab and IEVS Reports section and contains the following information:

- Payments made by EDD:
 - Unemployment Insurance Benefits (UIB)
 - Disability Insurance Benefits (DIB)
 - State Disability Insurance (SDI)
 - Benefits paid by Social Security (when there is a change or new claim):
 - Retirement
 - Survivors
 - Disability
 - SSN Verification
-

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Income and Eligibility Verification System (IEVS), Continued

PVS Report Task C-IV automatically sets a 30-day PVS Report **Task** for each EW/Master Assignment Queue (MAQ) when an IEVS match is received. The **Task** will be generated with the following information:

- **Task type = Report**
- **Long Description = New PVS report assignment for <CASE ID> (assign date: XX/XX/XXXX).**

PVS Report reconciliation EWs must review, reconcile and take the necessary action on the PVS Report for all CalFresh households within 30 days of receipt of the PVS Report **Task**.

To reconcile PVS Reports and related Tasks, refer to Chapter M in the ORHB. Additional information regarding Tasks can be found in ORHB Chapter J.

When to use the PVS report information For CalFresh, the PVS report is considered Verified Upon Receipt (VUR), and no further information from the customer is needed to take action. The change in income is used the first month in which 10-day Notice of Action (NOA) can be given.

New Hire Report The New Hire Report (NHR) is available in C-IV on approximately the first of each month under the Special Units tab. NHRs notify the County of recipient customers who:

- Are over 18 years old, and
- Were hired or rehired within the last 30 days, and
- Anticipate wages are over \$300 per month.

Use the chart below to determine when to review the report and when to use the income:

Household Type	When to Review	When to Budget
SAR	With the SAR 7 Eligibility Status Report (SAR 7) and Recertification (RC)	Use the income the first of the month following the SAR 7 or RC in which 10-day NOA is given.
CR	Within 30 days of receipt of the NHR Task	Use the income the first month in which 10-day NOA can be given.

Note: The NHR is **not** considered VUR and is used in the budget as indicated in the chart above.

Continued on next page

Income and Eligibility Verification System (IEVS), Continued

NHR Tasks C-IV automatically sets a 30-day NHR **Task** for each EW/MAQ when an IEVS match is received. The Task will inform the EW/MAQ and Employment Services Specialist (ESS):

- **Task type = Report**
 - **Long Description = New New Hire Report assignment for <CASE ID> (assign date XX/XX/XXXX).**
-

NHR Reconciliation EWs must review and reconcile NHRs. To reconcile NHRs and related Tasks, refer to Chapter M in the ORHB. Additional information regarding Tasks can be found in ORHB Chapter J.

IEVS – Earned and Unearned Income Report Reconciliation

Overview The reports in this handbook section are reconciled by the Quality Review Unit (QRU) only.

Earned income reports Income and Eligibility Verification System (IEVS) earned income reports are reconciled by QRU staff and consist of:

- IEVS Earnings Report (also known as ECS) – contains information about earnings reported to the Employment Development Department (EDD). A report is automatically generated quarterly.
- Benefit Earnings Exchange Record (BEER) – a paper report reconciled monthly by QRU that contains information regarding out-of-state wages, military and Federal wages, and self-employment income reported to Social Security.

Important: Although Eligibility Workers (EWs) have access to the IEVS Earnings Report in C-IV, they should not act on any of the information or close the report.

Unearned income report The Asset Match is an unearned income report that is reconciled by QRU staff and includes the following information:

- Bank account and stock information (such as interest and dividends) and awards and prizes (such as insurance settlements and lottery earnings) reported to the Internal Revenue Service (IRS).
- San Bernardino County unearned income (such as Child Care or Housing Authority) reported to the IRS.
- Interest and dividends reported to the Franchise Tax Board (FTB).

Note: QRU receives the Asset Match as a paper report, generated on a yearly basis.

Customer Failure to Cooperate with IEVS Process

Customer failure to cooperate with IEVS review

If any household member fails or refuses to cooperate without good cause with the Quality Review Specialist (QRS) during any Income and Eligibility Verification System (IEVS) investigation, CalFresh will be discontinued at the end of the month for which a 10-day Notice of Action (NOA) can be given. The following chart describes the discontinuance process:

Stage	Description
1	IEVS QRS: <ul style="list-style-type: none">• Creates in C-IV and sends a timely discontinuance NOA to the customer.• Images the NOA into C-IV.• Narrates the non-cooperation in the case Journal.• Sets a Task for the EW to discontinue CalFresh.
2	EW: <ul style="list-style-type: none">• Completes the discontinuance action.• Rejects any NOA that generates.• Narrates actions taken in the case Journal.

Reapplication for assistance

When the household reapplies for CalFresh after being discontinued for failure to cooperate with the IEVS QRS, the Intake EW:

- Sends an email to the IEVS QRS, informing him/her of the new application, and
- Processes the application as usual unless advised otherwise by the IEVS QRS.

Note: If the customer reapplies prior to the discontinuance date, he/she must cooperate fully with the IEVS QRS prior to any restoration.

Quality Control (QC)

Overview

Quality Control (QC) is a Federally mandated function for the CalWORKs and CalFresh programs.

- CalFresh reviews are required by the Federal Government for payment accuracy, including the extent and reasons for errors in the determination of eligibility and benefit issuance.
- CalWORKs reviews are required for Welfare-to-Work (WtW) participation rate and data collection. Error documentation is not required for the Federal Government, but is required for California Department of Social Services (CDSS) and Transitional Assistance Department (TAD) corrective action purposes.
- The QC review period runs from October 1 through September 30 of each Federal fiscal year. During each month of the review period, cases are chosen at random by the state to be reviewed.
- Data collection is done through case reviews, customer interviews, and verification of all eligibility elements.

Refer to the Operations and Reference Handbook (ORHB) for comprehensive information and instructions concerning the entire Quality Control Review process.

Correcting QC Errors

Corrective action procedures

Corrective action must be completed for the entire time the Quality Control (QC) error existed. **The QC Review is not complete until the corrective action has been completed.**

QC has strict deadlines. The State imposes penalties for failure to meet these deadlines. It is imperative staff complete the corrective action promptly according to the following process:

Stage	Description
1	The Program Integrity Division (PID): <ul style="list-style-type: none">Identifies the error, andNotifies the Program Development Division (PDD), and the Corrective Action Manager (CAM).
2	PID, PDD, and the CAM attend a second party review meeting to discuss the accuracy of the policy and procedural findings for both error and non-error cases. Note: Non-error cases are selected randomly each month by Quality Control (QC).
3	PID transmits the error case to the California Department of Social Services (CDSS).
4	The Regional Corrective Action Review Board (CARB) meeting is held at the regional level and includes the region's Deputy Director (DD), District Managers (DMs), Eligibility Worker (EW), Eligibility Worker Supervisor I (EWS I), and regional CAS. This meeting is held monthly to discuss quality control findings, review error prone elements, application of policy and corrective action plans.
5	The Administrative CARB meeting is held between TAD Administration, the CAM, the district's CAS, DM, and DD. Also represented at this meeting are PID, PDD, the Performance, Education, and Resource Center (PERC) and the C-IV Regional Project Manager (RPM).
6	The DM informs the EWS I of the CARB outcome.
7	The EWS I directs the EW to correct the error.
8	The EW reports when the correction is completed via e-mail to his/her EWS I and DM.
9	The CAS and DM prepare and forward to the CAM the: <ul style="list-style-type: none">QC Error Case Analysis Summary (QC 103)QC Corrective Action Confirmation (QC 101)District Response to Error Findings (QC 102)Supporting documentation.

Customer Failure to Cooperate with Quality Control

Customer failure to cooperate with QC

The **entire** household is ineligible for CalFresh when an individual customer in the household fails, without good cause, to cooperate in a Quality Control (QC) review.

When the customer fails to cooperate with QC, the Quality Review Specialist (QRS) determines if good cause exists for failure to cooperate, and if good cause:

- Exists, no further action is required.
- *Does not* exist, the following process occurs:

Stage	Description
1	<p>QRS:</p> <ul style="list-style-type: none">• Sends the household a timely discontinuance Notice of Action (NOA) for QC non-cooperation, which includes the expiration date of the penalty.• Sets a Task for the discontinuance request.• Completes a Journal entry. <p>Note: The QRS will notify the Eligibility Worker (EW) of subsequent cooperation by sending the appropriate communication instrument.</p>
2	<p>EW:</p> <ul style="list-style-type: none">• Sets the non-cooperation penalty in C-IV in the Non-Compliance Detail page.• Discontinues CalFresh for non-cooperation with QC.• Rejects any NOA that may generate.

Non-cooperating household member leaves the household

If the non-cooperating household member(s) leaves the household during the sanction period, the sanction will follow the non-cooperating household member(s). Therefore, if the sanctioned member joins another CalFresh household, that CalFresh household becomes ineligible until the:

- Sanction ends,
- Non-cooperating member(s) complies with the QC review, or
- Non-cooperating member(s) leaves the household.

If the remaining sanctioned household members from the original household were not considered non-cooperating members, they may reapply for CalFresh benefits.

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Customer Failure to Cooperate with Quality Control, Continued

Restoration/ Reapplication

If CalFresh was discontinued for failure to cooperate with QC, the household is not eligible when the members reapply, even if all eligibility conditions are met, until the household members:

- Cooperate in completing the QC Review, *or*
- Reapply after the penalty date stated on the QC non-cooperation NOA.

If a customer reapplies for CalFresh and a non-cooperation penalty is still being applied, the Intake EW:

- Informs the customer he/she will be contacted to complete the mandatory QC Review before CalFresh will be approved,
 - Sends an e-mail to the Quality Review Specialist (QRS) who requested the discontinuance to inform him/her of the new application, and
 - Approves or denies the application as advised by the QRS.
-

Non-cooperation with a Transitional CalFresh review

Transitional CalFresh cases are also subject to the QC sample, as well as the cooperation requirements. If the customer fails to cooperate with the QC review, the Transitional CalFresh is discontinued for failure to cooperate with the QC review. The CalFresh household is ineligible to receive Transitional CalFresh benefits for any remaining months between the non-cooperation month and the end of the Transitional CalFresh five-month eligibility period.

If timely notice cannot be sent and the Transitional CalFresh five-month period has expired, no further action is needed. There is **no** overissuance.

If the customer cooperates any time between the non-cooperation month and the end of the five-month eligibility period, the CalFresh benefits will be reinstated.

Example – Transitional CalFresh

The Transitional CalFresh period is 2/1/13 – 6/30/13. The case is pulled in 4/13 for a 2/13 review. The household was contacted in 4/13 and failed to cooperate with the QC review. The household is discontinued as soon as timely notice is provided through the end of the five-month Transitional CalFresh period.

Continued on next page

PID – Appeals Unit

Overview The Appeals Unit is a State-mandated program comprised of Appeals Specialists and support staff. The Appeals Specialists are responsible for reviewing complaints concerning case actions, personnel issues, suspected welfare fraud, and allegations of discrimination. This includes conducting investigations, preparing position statements, reviewing regulations, negotiating and preparing State Hearing request withdrawals, monitoring corrective actions, and representing the County in Administrative Hearings.

Responsibilities The Appeals Unit is responsible for:

- Civil Rights,
- Public assistance and Social Service complaints,
- Other complaints,
- General Relief Hearings,
- State Hearing processes (Fair Hearing), and
- Each task described in the following blocks.

Civil Rights The Appeals Unit ensures equal treatment and access to public assistance programs and benefits. This includes:

- Providing Civil Rights training to staff,
- Conducting impartial investigations of discrimination complaints, and
- Referring foreign language or hearing impaired interpreters to staff.

Public assistance and Social Service complaints The Appeals Unit receives and reviews complaints from customers and the public concerning case actions and discrimination allegations against an individual or department in relation to the following administered programs:

- CalWORKs,
- Medi-Cal,
- CalFresh,
- General Relief (GR),
- Child Care,
- Family Support Enforcement,
- Fraud Investigation,
- Welfare-to-Work (WtW),
- Children's Services,
- Aging and Adult Services (DAAS),
- In-Home Supportive Services (IHSS), and
- Adoption Assistance.

Continued on next page

PID – Appeals Unit, Continued

Other complaints

The Appeals Unit receives and reviews complaints and directs them to the appropriate department regarding personnel issues, Welfare Fraud and child or elder abuse. The Complaints Officer:

- Accepts complaints/inquiries by telephone, office interview, or letter from various sources; and
 - Has the authority to secure immediate corrective action, or
 - Can direct the complaint to the appropriate department for review and investigation.
-

General Relief hearings

An Appeals Specialist acts as Hearing Officer for General Relief (GR) hearing requests. The Hearing Officers conducts hearings, researches applicable regulations and prepares written decisions.

State Hearing process

The Appeals Unit acts as an advocate for customers and for the County, conducting impartial reviews of case actions or inactions and investigating the facts of the case. The Appeals Specialist proposes corrective action or prepares the County's Statement of Position, as appropriate.

Notice of Action (NOA)

Overview A Notice of Action (NOA) is a written notification given to household when a change occurs in his/her case; it can be for an increase or decrease of benefits or adverse action.

All NOAs must be adequate or timely in order for discontinuance action or reduced benefit action to be taken.

Reference The following references are applicable to information in this section:

- MPP 22-001a.(1)
 - MPP 22-001t.(1)
 - MPP 22-071
 - MPP 22-072
-

Adequate notice An *adequate notice* must be dated and sent prior to the effective date of the proposed action, and must contain the following information:

- Effective date of the proposed action
 - The specific action to be taken
 - Complete discontinuance
 - Change in benefit amount due to partial discontinuance
 - Reason for the action
 - Pertinent State manual sections.
-

Timely notice *Timely notice* is a notice that meets the requirements of an adequate notice and is mailed to the customer at least 10 days prior to the effective date of the proposed action.

Example of actions that do not require timely notice Discontinuances or reduced benefit actions that require an adequate but not necessarily timely notice include the following actions:

- Written request for discontinuance is received from the customer
- Confirmed death of a household member
- Loss of residency for Semi-Annual Reporting (SAR) households
- The person affected has been admitted or committed to an institution and the temporary absence criteria or exceptions are not met
- A TAD 239 W (E/S) waiver to 10-day NOA has been signed by the household
- The person affected has been approved for benefits in a new jurisdiction.

Continued on next page

Notice of Action (NOA), Continued

NA Back 9 All Notices of Action are required to have a NA Back 9. The NA Back 9 explains the following information to the customer “Your Hearing Rights” and How to Ask for a Hearing.

Be Vu Lawsuit Be Vu is a lawsuit that was filed against the State of California requiring the translation of all CalFresh materials into all languages spoken by at least 100 single language minority low-income households. There are 17 designated languages that require translation of all Notices of Action and State required forms.

Translation information can be found in the Operations and Reference Handbook (ORHB) in Chapter C, Rights.

State Hearings

Overview	<p>The Appeals Unit is responsible for providing an impartial review of case actions and inactions requested by dissatisfied applicant or recipient customers of public assistance programs. The dissatisfied customers are referred to as “claimants.”</p>
Time frames for filing	<p>Claimants may request a State Hearing within 90 days of any case action or inaction. The time frame begins with the date of the adequate Notice of Action (NOA) or, if inaction or no NOA was required, begins with the date of the action or the date the customer discovered the action.</p>
Requesting a State Hearing	<p>The Eligibility Worker (EW) is expected to assist the claimant as needed in requesting a State Hearing. Information on how to file for a hearing is included on the back of all NOAs. Requests may be made:</p> <ul style="list-style-type: none">• Verbally, by calling 1-800-952-5253,• In writing, by mailing to: PO Box 1409 San Bernardino, CA 92402 <p>Note: The back of the NOA can be used, but is not required, or</p> <ul style="list-style-type: none">• In person, by taking the request to the Appeals Unit, located at: 1111 East Mill Street, Suite 200 San Bernardino, CA 92408
State regulations versus County policies	<p>Sometimes there is a difference between the State regulations and County procedures. Infrequently, EWs are required to take actions that are contrary to State policies. In these instances, the action may have been taken correctly per County procedures but, in review, the action must be changed because it did not follow State regulations.</p> <p>Example: County policy requires the customer to complete the SAR 7 in ink. If the customer does not complete the SAR 7 in ink by the extended filing date, CalWORKs and/or CalFresh are discontinued. If the customer files for a State Hearing, the Appeals Specialist will negotiate a Conditional Withdrawal. The completion of the SAR 7 in ink is not a State requirement.</p> <p>If you have questions or need further clarification concerning Appeals corrective action requests or State Hearing determinations, please contact the Appeals Specialist.</p> <p>If you disagree with an Appeals Unit request, refer to the O&R HB for specific Appeals/Fair Hearing procedures.</p>

Complaints

Overview The Appeals Unit is responsible for ensuring the administration of public assistance and Social Services programs is nondiscriminatory, and that Federal and State regulations are followed.

Making a complaint Customers or the general public may make a complaint to the Appeals Unit:

- **Verbally**, by calling (909) 252-4356 (direct or collect), *or*
- **In writing**, by mailing to:
 - PID – Appeals Unit
 - PO Box 1409
 - San Bernardino, CA 92402, *or*
- **In person**, by going into the Appeals Unit, located at:
1111 East Mill Street, Suite 200
San Bernardino, CA 92408

Complaint process When a complaint is received, the Appeals Specialist attempts to resolve the complaint or, if appropriate, records the specifics of the complaints on the appropriate document.

If the complaint is...	Then the Appeals Specialist...
A case action,	Follows Appeals procedures.
Personnel related,	Completes the FPB 8 Complaint Report as a Confidential Personnel Complaint to the Deputy Director for investigation and possible corrective action.
An instance of possible fraud,	Submits a Special Investigation referral.
An instance of child or elder abuse,	Completes the appropriate Human Service form.

Discrimination complaints Discrimination complaints may be made directly to:

- The County Representative – Denise Shefchik, Supervising Appeals Specialist II, *or*
- The State Government, *or*
- The Federal Government.

These complaints are investigated by the Appeals Unit.

Refer to the Operations & Reference (O&R) Handbook for specific Complaints procedures.

Intentional Program Violations (IPV)

Introduction This section includes information regarding Intentional Program Violations (IPV). Usually an IPV determination is made when the household intentionally withheld, concealed, or misrepresented facts that are pertinent to a CalFresh case. An IPV may also be determined for individuals who sold their CalFresh benefits.

Penalty Persons who are found guilty or plead guilty to an IPV are disqualified from receiving CalFresh for a specific period of time. For more information on disqualification penalty periods, see the “Disqualification penalty chart” block in this section of the handbook.

IHE reviewed for IPV criteria Inadvertent Household Error (IHE) overissuances discovered by Eligibility Workers (EWs) or Quality Review Specialists (QRSs) are investigated by the Fraud Investigation Unit (FIU) and reviewed for IPV criteria.

The FIU will submit names of persons who meet the IPV criteria to the District Attorney (DA) for prosecution. If the case does not warrant prosecution, the Appeals Unit will submit the information to the State for an administrative disqualification hearing.

IPV determination A determination of an IPV can only be made through:

- A court judgment,
- An administrative disqualification hearing,
- Signed disqualification waiver, or
- Signed Disqualification Consent Agreement (DCA).

Who is disqualified? The household member is disqualified when he/she has:

- Signed a Waiver of Right to an Administrative Disqualification Hearing,
- Signed a DCA, or
- Been convicted in a court or administrative hearing of an IPV.

Reminder: Other household members remain eligible for CalFresh during the IPV disqualification period, if otherwise eligible.

Continued on next page

Intentional Program Violations (IPV), Continued

Length of disqualification

The length of the disqualification can range from 12 months to permanent disqualification. The disqualification is contingent upon the type of offense and the number of prior IPV's of which the individual has been convicted.

The EW does not determine the length of the disqualification period. The Appeals Unit or FIU specifies the length of the disqualification period on the disqualification order.

Disqualification penalty chart

The length of time of the disqualification varies according to the offense as follows:

Offense	Determination	Penalty
Trading CalFresh for firearms, ammunition, or explosives	By a court of appropriate jurisdiction	First violation: <i>Permanent disqualification</i>
Trafficking CalFresh benefits of \$500 or more	By a court of appropriate jurisdiction	First violation: <i>Permanent disqualification</i>
Falsifying the identity or place of residence of the individual in order to receive multiple CalFresh benefits simultaneously	Through an administrative disqualification hearing, <i>or</i> A court of appropriate jurisdiction	First violation: <i>10 years</i>
Trading CalFresh for a controlled substance	By a court of appropriate jurisdiction	<ul style="list-style-type: none"> First violation: <i>24 months</i> Second violation: <i>Permanent disqualification</i>
Making false or misleading statements, or intentionally withholding, concealing or misrepresenting facts pertinent to the CalFresh case	Through an administrative disqualification hearing, <i>or</i> A court of appropriate jurisdiction	<ul style="list-style-type: none"> First violation: <i>12 months</i> Second violation: <i>24 months</i> Third violation: <i>Permanent disqualification</i>

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Intentional Program Violations (IPV), Continued

Disqualification period rules – CalFresh vs. CalWORKs

Use the chart below to determine the disqualification period rules for specific programs:

Program	Disqualification Period
CalFresh	Continuous from the IPV start date until the end of the disqualification period regardless of whether the case is open or closed.
CalWORKs	<ul style="list-style-type: none">• Deferred if the CalWORKs person/case is/has:<ul style="list-style-type: none">– Closed, until a new application is received.– An existing sanction that supersedes this sanction.• Continuous from the IPV start date until the end of the disqualification period.

Beginning the disqualification period

The disqualification period starts at different times depending on how the IPV was determined:

If the determination is by...	Then the disqualification begins...
Administrative Disqualification Hearing,	The first month following the date the IPV person receives the adopted hearing decision advising of the administrative disqualification. Note: Five days from the date the notice is mailed is sufficient time for the written notice to have been received by the household, unless the notice was returned as undeliverable by the post office.
IPV Person(s) signing a Disqualification Waiver,	The first month following the date the IPV person receives the CF 377.7A NOA – Notice of Administrative Disqualification .
Court Order or DCA,	Within 45 days from date the: <ul style="list-style-type: none">• Disqualification was ordered, or• DCA was signed.

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Intentional Program Violations (IPV), Continued

Disqualification order received from another state or county Upon receipt of an IPV disqualification order from another state or county, impose the proper disqualification. Forward completed copies of the IPV paperwork back to the originating state or county, **not to the San Bernardino County Program Integrity Division (PID).**

Imposing an IPV disqualification The EW must follow the steps below to impose an IPV disqualification:

Step	Action
1	Receives information the household is subject to an IPV disqualification period from either a: <ul style="list-style-type: none">• Memo with the IPV Disqualification Order from the FIU or the Appeals Unit routed through the District Manager (DM), or• Income and Eligibility Verification System (IEVS) printout showing household member should currently be disqualified.
2	Acts on information to impose an IPV disqualification (this applies to all open cases): <ul style="list-style-type: none">• Completes a CF 377.7A and attaches a CF 377.7A1 – Request for Restoration of CalFresh Benefits After Administration Disqualification to advise household of disqualification.• Enters the IPV/Fraud on the Non-Compliance page in C-IV.• Discontinues/denies open or pending CalFresh members convicted of an IPV, as appropriate.• Completes Section B of the IPV Disqualification Order.• Sets a Sanction/Penalty Task one month prior to the end of the disqualification period.• Images a copy of the IPV Disqualification Order into C-IV.• Provides a copy of the CF 377.7A NOA and completed (Section B) IPV Disqualification Order to the appropriate District Manager (DM) for PID routing.• Journals all actions taken

Closed programs and disqualification Occasionally an individual is determined to have committed an IPV after his/her CalFresh case has been closed. When this happens, the disqualification penalty is applied to the individual as if the case was active. EWs will follow the Step/Action chart in the Imposing an IPV disqualification block in this section of the handbook.

Income and deductions of the IPV member When the CalFresh household contains an IPV member:

- Use the IPV individual's income in the CalFresh budget.
- Allow the full shelter deduction to the household.

Continued on next page

Intentional Program Violations (IPV), Continued

When the disqualification period ends

When the disqualification period ends, an IPV disqualified individual will be added to the CalFresh case using the chart below:

If the individual is...	Then...
Listed on the application,	<ul style="list-style-type: none"> • Send the household a written request and allow the household ten (10) days to provide verification, if verification is needed to determine eligibility. • Verify all eligibility criteria have been met. • Add the individual the month following the expiration of the disqualification period.
New household member (reported),	<ul style="list-style-type: none"> • Contact the family to add the disqualified individual to the CalFresh case. • Verify all eligibility criteria have been met. • Add the individual the later of the month following the: <ul style="list-style-type: none"> – Expiration of the disqualification period, or – Month the new member was reported.
A new household member (not reported),	<ul style="list-style-type: none"> • Send the household a written request and allow the household ten (10) days to provide the verification, if applicable. • Verify all eligibility criteria have been met. • Add the individual to the household the later of the month following the: <ul style="list-style-type: none"> – Expiration of the disqualification period, or – Discovery month.
Is not residing in a CalFresh household,	<p>He/she must reapply for CalFresh. The effective date of benefits is the later of:</p> <ul style="list-style-type: none"> • Date of the new application, or • First day following the end of the disqualification period. <p>Note: A CalFresh application may be submitted up to 30 days prior to the end of the disqualification period to ensure eligibility is determined before the end of the disqualification period.</p>

Fleeing Felons and Probation/Parole Violators

Overview This section includes information regarding fleeing felons and probation/parole violators.

Definitions For CalFresh program purposes, a **fleeing felon** is an individual with an outstanding felony arrest warrant that conforms to one of the following three National Crime Information Center (NCIC) Uniform Offense Classification Codes:

- Escape (4901),
- Flight to Avoid (prosecution, confinement, etc.) (4902), or
- Flight-Escape (4999).

Individuals who have an outstanding felony arrest warrant that does not conform to one of the three NCIC codes is not considered a fleeing felon for CalFresh program purposes and is eligible to CalFresh benefits.

A **person in violation of probation or parole** is an individual who, as determined by an impartial third party (such as a judge or officially sanctioned tribunal), has violated a condition of his/her probation or parole imposed under federal or state law, and federal, state, or local law enforcement authorities are actively seeking the individual to enforce the conditions of the probation or parole.

Note: The CalWORKs program has different definitions and rules regarding fleeing felons and probation/parole violators. See the CalWORKS Policy Handbook (CWPHB) for more information.

Referral procedures The Eligibility Worker (EW) will submit a Special Investigation Unit (SIU) Referral through the C-IV system when a fleeing felon or probation/parole violator is self-identified by the household either:

- Verbally, or
- On the application or SAR 7 Semi-Annual Eligibility Report (SAR 7).

The Quality Review Unit (QRU) of the Program Integrity Division (PID) will review SIU referrals and notify the EW of an individual's fleeing felon or probation/parole violator status. Applicants and recipients claiming they are not fleeing felons or probation/parole violators may also be checked by QRU. See the C-IV User Guide – All Programs-Case Management – Fraud Investigation Referral for information regarding how to submit a Special Investigation Referral.

At no time will the EW directly contact law enforcement to verify an individual's fleeing felon or probation/parole violator status.

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Fleeing Felons and Probation/Parole Violators, Continued

QRU responsibilities

When a SIU referral is submitted, QRU is responsible for the following:

- Tracking the number of automated and manual referrals received and, within those categories, the number in which a criminal match occurred.
 - Researching and responding to automated report referrals and manual EW referrals on a daily basis.
 - Informing the Transitional Assistance Department (TAD) office when a match is found in the criminal system.
 - Reviewing the verification from a law enforcement agency for clearance of fleeing felon or probation/parole violator status and notifying the EW of the result.
-

EW responsibilities

The EW must review the application at intake, add person application, Recertification (RC), and SAR 7 receipt, to determine if an individual is an ineligible fleeing felon or probation/parole violator.

If...	Then the EW will...
Suspicion exists based on: <ul style="list-style-type: none">• Customer statement,• Complaint from public,• Another family member statement, or• Criminal history of family member(s),	Submit a SIU referral.
QRU clears the individual's status,	Determine eligibility for the individual.
QRU determines the individual is an ineligible fleeing felon or probation/parole violator,	<ul style="list-style-type: none">• Send the appropriate Notice of Action (NOA) to the AU, providing timely and adequate notice of ineligibility of the individual.• Deny or discontinue CalWORKs for the individual.• Identify any overpayments and create a recovery account, as needed.

Note: The EW will not take any action to discontinue or deny CalFresh benefits based on a fleeing felon or probation/parole violator's reported status unless instructed to do so by QRU.

Felony Drug Conviction

Overview Individuals of any age convicted of certain felony crimes that include the possession, use, or distribution of drugs cannot receive CalWORKs or CalFresh. The same rule applies to people who have entered a plea of guilty or nolo contendere ("no contest") to felony drug charges.

Ineligibility date The effective date of ineligibility for CalWORKs is the first of the month following the conviction. The conviction for a drug felony must be after 12/31/97.

For CalFresh, the effective date of ineligibility is the first of the month following a felony conviction. The conviction must be for conduct occurring after 8/22/96. Beginning 1/1/05, some drug felons may be eligible to CalFresh. See Chapter 2 of this handbook for more information.

Identifying drug felons Identify drug felons through the following means:

When the...	Then the...
<ul style="list-style-type: none">• Customer self-identifies on the application or SAR 7,• Information is received from a source outside of the Transitional Assistance Department or Program Integrity Division concerning a felony drug conviction, or• Status of the individual is questionable,	Eligibility Worker (EW) will submit a Special Investigation Referral for a felony warrant check and request both the date of the: <ul style="list-style-type: none">• Felony conviction, and• Act (date crime committed).
California Department of Social Services (CDSS) conducts a quarterly match of the C-IV system and the criminal justice system,	Quality Review Unit (QRU) will alert the EW of any confirmed match.

EW responsibility Take the following actions immediately when information is received that a household member is a convicted drug felon:

- Deny CalFresh for the applicant customer, or
- Discontinue CalFresh for the recipient customer, and
- Send the appropriate Notice of Action (NOA) to advise the household of the action taken.

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Felony Drug Conviction, Continued

Budgeting	<p>The income and resources of AU members excluded for felony drug convictions are counted in their entirety in CalFresh.</p> <p>Refer to the Budgeting Chapter of this Handbook for procedures.</p>
Drug court/diversion program	<p>When an individual pleads guilty to a drug felony, the judge may withhold the entry of a guilty judgment if the person agrees to enter a drug court/diversion program. During this period, the person is <i>not</i> considered a convicted drug felon and is eligible to CalFresh and CalWORKs.</p>
Failure to meet drug court/diversion program requirements	<p>If the person fails to meet all the program requirements, the judge will enter a judgment on the prior plea of guilty. The person is then a convicted drug felon.</p> <p>The date the judge enters the judgment (conviction) is the date the person is considered a convicted drug felon, no matter what date is used for the guilty plea. <i>There is no overissuance for the months that the person's guilty plea was deferred</i>, as the person was not considered a convicted drug felon.</p> <p>Example: A recipient pleads guilty to a felony drug charge on July 19, 2003. The judge defers judgment if the individual participates in a drug diversion program. The customer agrees and enters the program.</p> <p>On November 15, 2003, the customer fails to meet program requirements. On December 14, 2003, the judge enters the judgment, accepting the earlier plea of guilty. At the judge's discretion, the conviction is backdated to the date of the guilty plea (July 19, 2003).</p> <p>The customer has received CalFresh benefits continuously since January 6, 2003. The customer was eligible for CalFresh until the date the judge entered the judgment (December 14, 2003). There is no overissuance for the period of August 2003 through December 2003.</p>
Drug felony reduced to a misdemeanor or record expunged	<p>If an individual's drug felony is reduced to a misdemeanor, the individual is no longer considered a convicted felon from the date the felony is reduced to a misdemeanor or the date the record is expunged.</p> <p>If the individual is otherwise eligible, follow the add person instructions in the Applications Chapter of this Handbook to add the person to CalFresh.</p>

CalFresh POLICY HANDBOOK

CHAPTER 14

Transitional CalFresh

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Eligibility

Introduction Transitional CalFresh is designed to help families retain CalFresh eligibility when CalWORKs/Tribal Temporary Assistance for Needy Families (TANF) is discontinued, without a break in benefits and the need to reapply. All CalWORKs/CalFresh or Tribal TANF/CalFresh cases in which CalWORKs/Tribal TANF or both CalWORKs/CalFresh cases are discontinued must be evaluated for Transitional CalFresh eligibility.

This section contains information regarding eligibility to Transitional CalFresh, including who is and who is not eligible.

Reference The following references are applicable to the information under this topic:

- All County Letters (ACLs): 03-66, 08-22, 11-70
 - All County Information Notices (ACINs): I-58-03, I-21-04, I-75-05, I-84-09E
 - Manual of Policies and Procedures (MPP) 63-504.13
-

Who is eligible? CalFresh households discontinued from CalWORKs/Tribal TANF may be eligible to receive Transitional CalFresh benefits as long as CalFresh benefits were received in the month of CalWORKs/Tribal TANF discontinuance, and the Eligibility Worker (EW) determines that the household is eligible. This includes households who received CalFresh benefits on a combined CalWORKs/Tribal TANF case that had a zero grant prior to discontinuance. Transitional CalFresh benefits are provided to most households including, but not limited to, cases discontinued for the following reasons:

- CalWORKs/Tribal TANF discontinuance for over-income.
- Mandatory report for Annual Reporting (AR) case results in CalWORKs discontinuance, e.g., change in household composition.
Note: Does not include failure to add a mandatory person.
- Exceeding the property/resources limit for CalWORKs/Tribal TANF.
- Parent(s) becomes incarcerated.
- Child(ren) placed in Foster Care (FC). (FC is not considered a CalWORKs/Public Assistance (PA) program.)
- California Food Assistance Program (CFAP) eligible noncitizens
- Requests discontinuance of CalWORKs/Tribal TANF.
- Only eligible child left the home and as a consequence a household member is an Able Bodied Adult without Dependents (ABAWD).

Note: Time on Transitional CalFresh does **not** count on the ABAWD calendar.

Continued on next page

Eligibility, Continued

Who is not eligible?

The following households and/or household members are **not** eligible to Transitional CalFresh benefits:

- Households discontinued for failure to provide information required to make a determination of eligibility, including failure to:
 - Submit a complete SAR 7,
 - Complete the CalWORKs/Tribal TANF Re-Evaluation (RE) process
 - Add a mandatory person for a CalWORKs AR case,
 - Complete an interview for an Inter-County Transfer (ICT) in a receiving county, or
 - Failure to cooperate, e.g., failure to appear for an Income and Eligibility Verification System/Quality Control (IEVS/QC) interview.
- Household requests discontinuance of *both* CalWORKs/Tribal TANF and CalFresh.
- Companion cases (Two CalWORKs/Tribal TANF cases and one CalFresh household) where only one of the CalWORKs case is discontinued, even if the discontinued case contains the CalFresh case.
- CalWORKs/Tribal TANF case is terminated because the household moves out of state (If the household moves out of state **after** Transitional CalFresh starts, Transitional CalFresh will continue for the five months unless the household applies for and is approved for aid in the new state).
- CalFresh only case.
- CalWORKs/Tribal TANF only case with no CalFresh.
- Refugee Cash Assistance (RCA) cases.
- ICTs – If the Assistance Unit (AU)/household is approved for aid by the receiving county.
- Supplemental Security Income (SSI) eligible persons – unless the person was included in the AU/household prior to the CalWORKs/Tribal TANF discontinuance.
- Convicted of an Intentional Program Violation (IPV) – Either before Transitional CalFresh or during the Transitional CalFresh benefit period. If the individual has income and/or property, see the “Budgeting” section of this chapter.
- Child(ren) living with relatives and receiving CalWORKs/Tribal TANF, after parent/head of household has been incarcerated.
- AU of one (One parent and ineligible child (SSI), for example) loses CalWORKs eligibility due to a Welfare-to-Work (WTW) sanction.
- Household member who leaves the Transitional CalFresh household and is approved for CalFresh on another case.

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Eligibility, Continued

CalWORKs discontinued - ineligible to Transitional CalFresh

When CalWORKs is discontinued for a reason that makes the case ineligible to Transitional CalFresh, EWs will run a CalWORKs **Negative Action** in C-IV with a reason of **Failed to Complete Determination** instead of using the **Eligibility Non-Compliance Detail** page to discontinue CalWORKs for the following reasons:

- **Failure to Provide,**
- **Procedural Requirement, or**
- **Unconditionally Available Income.**

Note: EWs must ensure that the Notice of Action (NOA) contains the correct discontinuance information and send a manual NOA, if necessary.

Tribal TANF discontinued - eligible to Transitional CalFresh

Households discontinued from Tribal TANF may be eligible to Transitional CalFresh. EWs will determine if the household is eligible to Transitional CalFresh based on the Tribal TANF discontinuance reason (see the “Who is eligible?” block in this handbook section) and will follow the steps below.

Step	Action
1	End Date the Tribal TANF income in the Other Program Assistance Detail page in C-IV.
2	Complete a manual budget without the Tribal TANF amount and image the budget into the case record.
3	Run Eligibility Determination and Benefit Calculation (EDBC) for the first month of Transitional CalFresh, and click on: <ul style="list-style-type: none">• Override Program Configuration selecting:<ul style="list-style-type: none">– EDBC Override Reason = Administrative Decision– Aid Code = 0F - TCF– Program Type = Transitional– Reporting Type = Non Reporting• Save and Return• Accept• Save and Continue
4	Update the RE Due Month to the fifth month of Transitional CalFresh. Note: EWs may not have the security rights to complete this action. EWs without security rights will need to contact their supervisor for assistance.
5	Complete the TTANF 1239 – CalFresh Notice of Approval/Denial/Termination Transitional Benefits NOA located in the TAD Online Forms Catalog, and <ul style="list-style-type: none">• Image into case record, and• Send to customer.
6	Journal all case actions.

Continued on next page

Eligibility, Continued

Tribal TANF discontinued and case is ineligible to Transitional CalFresh

When Tribal TANF is discontinued for a reason that makes the CalFresh case ineligible to Transitional CalFresh, EWs will:

Step	Action
1	End Date the Tribal TANF income in the Other Program Assistance Detail page in C-IV.
2	Complete the Negative Action Detail page by selecting the Tribal TANF discontinuance reason from the Negative Action Reason dropdown box. Note: If Tribal TANF was discontinued for not completing the Tribal TANF Monthly Eligibility Report (MER), the EW will choose the SAR 7 Negative Action Reason .
3	Accept the failed EDBC results.
4	Complete the NA FS DSC1 – CalFresh Discontinuance (No Budget) NOA located in C-IV indicating the same reason for Tribal TANF discontinuance, and: <ul style="list-style-type: none">• Image it into the case record, and• Send to customer.
5	Journal all case actions, including: <ul style="list-style-type: none">• Tribal TANF discontinuance reason, and• The Negative Action Reason used to discontinue CalFresh.

Eligibility, Continued

Transitional CalFresh effective date

If determined eligible to Transitional CalFresh, the effective date of Transitional CalFresh is the first month in which CalWORKs/Tribal TANF is no longer being received. If CalWORKs/Tribal TANF was issued incorrectly and an overpayment (OP) was initiated, CalWORKs/Tribal TANF is considered received for the month.

Example: Customer completes a timely RE/Recertification (RC) in 1/14, but due to agency error, the RE/RC is not processed until 1/25/14. It is determined that the household is over-income for CalWORKs/CalFresh and must be discontinued. Because there is no 10-day NOA to discontinue CalWORKs, 2/14 benefits must be issued and an OP completed. CalFresh benefits must also be issued for 2/14 because the RE/RC was completed timely, and an overissuance (OI) completed for 2/14. Transitional CalFresh begins 3/14.

SAR 7 restorations and Transitional CalFresh

Households are not eligible to Transitional CalFresh when discontinued for failure to submit a complete SAR 7. If a complete SAR 7 is received after 10-day Notice of Action (NOA) or in the month following discontinuance under the Restoration of Aid waiver, the case may be restored.

If a complete SAR 7 is received, and the household continues to be ineligible, e.g., over income, the household is evaluated for Transitional CalFresh. If eligible to Transitional CalFresh, the Eligibility Worker (EW) will:

- Restore the case,
 - Discontinue the case for the appropriate reason, and
 - Initiate Transitional CalFresh for the first month in which CalWORKs is not received.
-

Benefit period

A household may receive Transitional CalFresh benefits for up to five months. When the Transitional CalFresh period is over, the household is given an opportunity to recertify for Regular CalFresh. The household must complete the RC process in order to continue receiving CalFresh benefits without a break in benefits. If the household qualifies, the Transitional CalFresh benefits are discontinued with a timely notice effective the end of the month prior to authorization of Regular CalFresh benefits.

Households may recertify for Regular CalFresh and/or reapply for CalWORKs/Tribal TANF at any time while receiving Transitional CalFresh. Households who recertify for Regular CalFresh during the last month of the Transitional CalFresh period are effective on the Regular CalFresh case the month following the month of the Transitional CalFresh discontinuance.

Example: On-going Transitional CalFresh case, Transitional CalFresh period: January through May. Household files an application for Regular CalFresh in May. The worker will complete the RC process from Transitional CalFresh to Regular CalFresh. The effective date of the Regular CalFresh is June.

How often a household can receive Transitional CalFresh

There is no limit to the number of times a household can receive Transitional CalFresh. Each time a household's CalWORKs/Tribal TANF ends and the household received CalFresh in the last month of cash assistance, Transitional CalFresh eligibility will be evaluated and a new five-month certification period will begin, if applicable.

Household Composition

Introduction

This section contains information regarding household composition for Transitional CalFresh households.

Who is included in the Transitional CalFresh Household

Persons included in the Assistance Unit (AU)/household prior to the discontinuance of the CalWORKs/Tribal Temporary Assistance for Needy Families (TANF) case are included in the Transitional CalFresh case.

Example 1: Cycle 2 case. AU/household consists of mother, father and two children. The father is approved for Supplemental Security Income (SSI) effective 7/15. The CalWORKs/Tribal TANF and CalFresh case is discontinued 8/1 for over income. The Transitional CalFresh household will consist of the mother, father and two children, as the father was not discontinued from either the CalWORKs/Tribal TANF and CalFresh case prior to the CalWORKs/Tribal TANF discontinuance.

Example 2: Cycle 1 case. AU/household consists of mother, father and one child. The mother moves out of the home and is discontinued 7/1 due to being approved for CalWORKs/Tribal TANF and CalFresh on another case. The child is removed from the home and placed in Foster Care on 7/10. The CalWORKs/Tribal TANF and CalFresh case is discontinued 8/1. The Transitional CalFresh household consists of the father and the child.

SSI eligible during Transitional CalFresh

Transitional CalFresh eligible persons who become eligible to and receive SSI during the Transitional CalFresh benefit period remain on the Transitional CalFresh case until the case is discontinued at the end of the five-month Transitional CalFresh period.

Other Transitional CalFresh eligible households

Other Transitional CalFresh eligible households include:

- Parent under the age of 22 and his/her children are receiving Transitional CalFresh, and they subsequently move into the senior parent's home. Transitional CalFresh would continue until the end of the five-month certification period.
- A mixed household, unless the household contains some members who are discontinued from CalWORKs/Tribal TANF and some members who continue to receive CalWORKs/Tribal TANF benefits.

Example 1: Mom and one child are receiving CalWORKs/Tribal TANF. Grandma is also living in the home and is a member of the CalFresh household making this a mixed CalFresh household. CalWORKs/Tribal TANF case is discontinued for over income. The CalWORKs/Tribal TANF case is discontinued 5/1. The CalFresh case will transfer to a Transitional CalFresh case effective 5/1 with a household size of 3.

Budgeting

Introduction	<p>This section contains information regarding budgeting the Transitional CalFresh case, including determining benefits, benefit period and Zero Grant cases.</p>
How are benefits determined?	<p>Transitional CalFresh benefits will be the same as the amount received by the household prior to termination from CalWORKs/Tribal Temporary Assistance for Needy Families (TANF), adjusted for the loss of the CalWORKs/Tribal TANF grant. Once established, Transitional CalFresh benefit amounts usually are frozen and remain at the same amount for the entire benefit period.</p> <p>Exception: If an individual leaves the Transitional CalFresh household and is approved for CalWORKs/Tribal TANF and/or CalFresh benefits in another household, that individual, along with the individual's income, deductions, and resources, must be removed from the Transitional CalFresh household. The Transitional CalFresh benefits are then recalculated for the remaining members.</p>
Use of Income	<p>All income used in the budget computation in the month of discontinuance is used in the Transitional CalFresh budget.</p> <p>Exception: The income of an individual that leaves the Transitional CalFresh household and is approved for CalWORKs/Tribal TANF and/or CalFresh in another household/family must be removed from the Transitional CalFresh household.</p>
"Held-over" changes pending	<p>If the discontinued CalWORKs/CalFresh case was subject to Semi-Annual Reporting (SAR) rules and it contains voluntary changes which have been "held over" until the next Recertification (RC) or SAR 7, these changes will not be included as part of the Transitional CalFresh case. The Transitional CalFresh benefit amount is calculated based on what the household was receiving at the time of the CalWORKs discontinuance.</p>
Shelter expenses	<p>During the Transitional CalFresh period, do not change shelter expenses. The same amount used prior to termination from CalWORKs/Tribal TANF, is used for Transitional CalFresh.</p> <p>Exception: Deductions allowed in the Transitional CalFresh budget based on income of an individual who is leaving the Transitional CalFresh household because that individual has been approved in a different household must be disallowed from the remaining Transitional CalFresh household's budget. This includes contributors to the household's shelter.</p>
Individuals convicted of an IPV	<p>The income and property of a person with an Intentional Program Violation (IPV), convicted before or during the Transitional CalFresh period, are counted to the Transitional CalFresh household.</p>

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Budgeting, Continued

Examples of Transitional CalFresh budgeting

The following are examples of Transitional CalFresh budgeting:

Example 1:

Cycle 1 case. The Assistance Unit (AU)/household consists of a mother and her three children. On the May SAR 7, the mother reports her income increased from \$1450 to \$1950. The AU is no longer eligible to receive CalWORKs and is discontinued 7/1 due to increased earnings.

Benefits in the month of discontinuance:

CalWORKs Grant	\$226
CalFresh	\$170

Budget for the Transitional CalFresh period:

CalWORKs grant	\$0
Earned Income	\$1450 (amount used to determine benefits from January-June)
Shelter	\$ 650 (amount used to determine benefits from January-June)
Utilities	\$ 331 (amount used to determine benefits from January-June)
Transitional CalFresh allotment	\$ 508

Note: Amounts used in the Transitional CalFresh budgeting examples are for illustration purposes. They may not reflect current allowable income, deduction, or issuance amounts.

Example 2:

Cycle 2 case. AU/household consists of a mother and one child. No income has been reported. On 5/13 the EW received communication that Tribal TANF will discontinue 7/31 because the child left the home. The June SAR 7 supports this change, as mom reported her child moved out of the home. Case is discontinued 8/1. The Transitional CalFresh household size is two.

Budget for the Transitional CalFresh period:

Tribal TANF	\$0
Shelter	\$ 400 (amount used to determine benefits February-July)
Utilities	\$ 331 (amount used to determine benefits February-July)
Transitional CalFresh allotment	\$ 367

Continued on next page

Budgeting, Continued

Other Transitional CalFresh eligible households (continued)

Example 3:

Cycle 2 case. AU/household consists of a mother, father, and their two children. CalWORKs is discontinued 2/1 for over income. Income prior to the discontinuance was \$1000 gross income for the father.

Benefits in the month of discontinuance:

CalWORKs Grant - \$387

CalFresh - \$335

Budgeted for the Transitional CalFresh period:

CalWORKs grant \$0

Earned Income \$1000

Shelter \$400 (amount used to determine benefits for August-January)

Utilities \$331 (amount used to determine benefits for August-January)

Transitional CalFresh allotment \$599

Mother reports on 2/10 that the Father left the home 2/5. The Eligibility Worker (EW) confirms that the Father was approved for CalFresh on another case effective 3/1.

New budget for remaining Transitional CalFresh period:

CalWORKs grant \$0

Earned Income \$0

Shelter \$400 (amount used to determine benefits for August-January)

Utilities \$331 (amount used to determine benefits for August-January)

New Transitional CalFresh allotment effective 3/1

\$526 (amount for 3 people with no income)

A new person enters the home during Transitional CalFresh benefit period

When a person moves into the home of a Transitional CalFresh household the household may elect to either:

- Request regular CalFresh for the entire household and the Transitional CalFresh case will be discontinued at the end of the month in which 10-day notice can be given, or
 - Continue the Transitional CalFresh, as previously determined, through the end of the Transitional CalFresh certification period.
 - If the new person has earnings and/or property and the household elects to continue the Transitional CalFresh benefits, the new person's income and property is not used in the Transitional CalFresh budget. Regular household composition rules will **not** take effect until recertification or reapplication for Regular CalFresh occurs.
-

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Budgeting, Continued

Request for Regular CalFresh during the Transitional CalFresh period

When a household receiving Transitional CalFresh elects to discontinue the Transitional CalFresh case and recertify for Regular CalFresh, the beginning date of aid of the Regular CalFresh is the beginning of the month following appropriate notification of discontinuance of Transitional CalFresh.

If the change results in:

- A decrease in benefits, Transitional CalFresh will be discontinued at the end of the month in which 10-day notice can be given (unless the customer elects to continue Transitional CalFresh until the end of the certification period).
- An increase in benefits, only adequate notice is needed.

Example 1: CalWORKs/CalFresh case is discontinued 7/1. Transitional CalFresh benefits are effective 7/1. Customer loses her job and reapplies for CalWORKs/CalFresh on 7/29. The change from Transitional CalFresh to Regular CalFresh causes a *decrease* in benefits. Due to the 10-day notice requirements, the earliest the Transitional CalFresh case can be discontinued and Regular CalFresh benefits can start is 9/1.

Example 2: CalWORKs/CalFresh case is discontinued 5/1. Transitional CalFresh benefits are effective 5/1. Customer reapplies for CalWORKs/CalFresh on 5/24. The change from Transitional CalFresh to Regular CalFresh causes an *increase* in benefits. The Transitional CalFresh case is discontinued and the Regular CalFresh case is effective 6/1, with adequate notice given to the customer.

Household members approved for benefits in another case

Transitional CalFresh household members who apply for CalWORKs/Tribal TANF and/or CalFresh benefits with an existing or new CalWORKs/Tribal TANF and/or CalFresh case must be approved for a future month in the existing/new household prior to being discontinued from the Transitional CalFresh case.

Adjustments to the allotment during the Transitional CalFresh period

Adjustments to the Transitional CalFresh budget are made only under the following circumstances:

- A household member moves out of a Transitional CalFresh household, applies and is approved in a new CalWORKs/Tribal TANF and/or CalFresh household.
- An error was made in determining the Transitional CalFresh benefit amount. Transitional CalFresh calculation errors are only adjusted when Transitional CalFresh rules were not used to determine the Transitional CalFresh allotment amount. (Example: The CalWORKs grant was used in the Transitional CalFresh allotment determination incorrectly.)

Note: If the Regular CalFresh case was incorrect prior to Transitional CalFresh because of an incorrect shelter or utility allowance, this adjustment is **not** made during the Transitional CalFresh period. The prior allowance from the discontinued Regular CalFresh case is used in the Transitional CalFresh determination, regardless of whether the allowance amount in the Regular CalFresh allotment was correct or incorrect.

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Budgeting, Continued

CalWORKs reapplication or rescind without a break in aid

Transitional CalFresh must be discontinued when a customer reapplies **and** is approved for CalWORKs/Tribal TANF, or his/her CalWORKs/Tribal TANF discontinuance is rescinded. Once Transitional CalFresh is effective and it is too late for timely notice to end Transitional CalFresh, the customer may receive one or two months of Transitional CalFresh benefits before the Regular CalFresh issuance occurs. In this situation there is no overissuance (OI), as the Transitional CalFresh was correctly issued based on the information available at the time of discontinuance. See note below.

Example 1:

CalWORKs/Tribal TANF case discontinued 5/1. On 5/15, it is determined that good cause exists and the CalWORKs/Tribal TANF case must be rescinded. Transitional CalFresh benefits have been issued for May. The CalWORKs/Tribal TANF case is rescinded, the Transitional CalFresh is discontinued 6/1 and the Regular CalFresh is effective 6/1. Transitional CalFresh was correctly issued based on the information available at the time of discontinuance; therefore, there is no OI.

Example 2:

CalWORKs/CalFresh case discontinued 4/1 and Transitional CalFresh begins 4/1. On 4/10 the customer reapplies for CalWORKs and CalFresh. The application is approved on 4/26. Transitional CalFresh benefits were issued for April, and it is too late to send timely notice to discontinue 5/1. The Transitional CalFresh is discontinued 6/1 and Regular CalFresh is effective 6/1 (with 10-day notice). Transitional CalFresh was correctly issued based on the available information at the time of discontinuance; therefore, there is no OI.

Note: If the delay in discontinuing the Transitional CalFresh and rescinding or approving the Regular CalFresh is due to EW error, such as failure to act timely, then there is an OI for the month(s) which exceed the expected one or two month timeframe.

SAR 7 received late and not logged timely into C-IV – Transitional CalFresh opened

It is important to record SAR 7s timely, especially SAR 7s received late, to prevent Quality Control (QC) errors, overpayments (OPs) and OIs. When the SAR 7 is received after the extended filing date, the Eligibility Worker (EW) needs to restore the CalWORKs and Regular CalFresh. Instructions to complete this action are found in the C-IV User Guide, “Transitional CalFresh – Rescinding CalWORKs/CalFresh after Transitional Benefits were Issued”.

Certification Period

Introduction

This section contains information regarding the Transitional CalFresh certification period, including the certification time frame.

Certification period

At the time the household transitions off of CalWORKs and becomes eligible to receive Transitional CalFresh benefits, the certification period must be adjusted to coincide with the end of the Transitional CalFresh period. This may result in a longer or shorter certification period than initially assigned.

Examples of certification period

The following are examples of Transitional CalFresh certification periods:

Example 1:

Household's current certification period: April through March
CalWORKs/CalFresh case discontinued: 3/1
Transitional CalFresh period: March through July

The certification period is extended to end July, the last month of the Transitional CalFresh period.

Example 2:

Household's current certification period: January through December
CalWORKs/CalFresh discontinued: 4/1
Transitional CalFresh period: April through August

The certification period is shortened to end August, the last month of the Transitional CalFresh period.

Recertification (RC) Process

Introduction	This section contains information regarding Transitional CalFresh Recertifications (RCs), including Notice of Action (NOA) requirements, appointment letters and applications forms.
Requirements	<p>At the end of their five-month benefit period, Transitional CalFresh households must be given the opportunity to recertify their CalFresh eligibility. This includes Transitional CalFresh households that have moved to another county within California.</p> <p>Note: Households may reapply/recertify for CalFresh and/or CalWORKs at any time while receiving Transitional CalFresh. See the Budgeting section of this Chapter for information regarding eligibility dates.</p>
RC process	<p>Follow all existing RC procedures as per Chapter 1 – Applications in this handbook for completing the RC process. Any changes that occurred during the Transitional CalFresh period must be applied to the Regular CalFresh case.</p> <p>Note: When completing a RC from Transitional to Regular CalFresh, the Eligibility Worker (EW) must pend the recertification by clicking the Recertify button on the CalFresh Detail page. This button must not be clicked until the RC packet is received or the interview is completed. If neither are completed, the recertification will not be pended and the certification period expires.</p>
New certification period	<p>If the household remains eligible to Regular CalFresh after completing the RC process, the new certification period will begin the first of the month after the Transitional CalFresh period ends/expires. If CalWORKs has been approved, the CalFresh certification period should be aligned with the CalWORKs.</p> <p>Example: Transitional CalFresh five-month benefit period expires in February. Household completes the RC process on 2/14. The Regular CalFresh beginning date of aid and certification period begins 3/1.</p>
New certification period – manual processes	<p>The following manual processes may be required:</p> <ul style="list-style-type: none">• Adjust the RC date in C-IV to match the Regular CalFresh Begin Month, and• Complete a manual Notice of Action (NOA) using the correct certification period.
Skipped Issuance – Transitional CalFresh to CalFresh	<p>C-IV has identified an issue that results in skipped benefit issuances for cases that have transitioned from Transitional CalFresh (TCF) to regular CalFresh. To prevent skipped issuances from occurring, EWs will perform the actions listed in the C-IV User Guide, CalWORKs & CalFresh, Preventing/Resolving a Skipped Issuance as a Result of a TCF to CalFresh Transition, to prevent skipped issuances, until a resolution is implemented in the C-IV system.</p>

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Recertification (RC) Process, Continued

C-IV User Guide	Instructions for completing the Transitional CalFresh RC process in C-IV are found in the C-IV User Guide, “Transitional CalFresh and Recertifying/Transitioning to Regular CalFresh”.
Exception	Cases that have reported an out-of-state address change are exempt from the Transitional CalFresh RC process.

Procedures

Introduction This section provides information regarding Transitional CalFresh procedures.

Aid Code The Transitional CalFresh aid code is 0F (Zero F).

Regular CalFresh Eligibility If the CalWORKs/Tribal Temporary Assistance for Needy Families (TANF) portion of a CalWORKs/Tribal TANF and CalFresh case is discontinued, then Regular CalFresh shall continue if the case is:

- Not eligible to Transitional CalFresh, and
- Eligible to Regular CalFresh.

Example: A two-parent Public Assistance CalFresh (PACF) household submits a SAR 7, but only one parent signs the SAR 7. The report is incomplete for CalWORKs and complete for CalFresh; the C-IV **Customer Reporting Detail** page is updated accordingly.

Note: A Modified Categorical Eligibility (MCE) determination must be made when transferring a CalFresh program from Public Assistance (PA) to Non-Assistance (NA) and a MCE Journal entry completed. See Chapter 7 – Resources of the CalFresh Policy Handbook (CFPHB) for information regarding MCE.

Regular CalFresh at SAR 7 or RE/RC Until C-IV is programmed to prevent Transitional CalFresh from opening, EWs will use the following guidelines when discontinuing CalWORKs and continuing Regular CalFresh at SAR 7 or RE/RC processing:

If the SAR 7 or RE discontinuance batch job has...	Then...
Not run,	<p>Run:</p> <ul style="list-style-type: none"> • CalWORKs Negative Action with a reason of Failed to Complete Determination, and • CalFresh Eligibility Determination and Benefit Calculation (EDBC) with a SAR 7 or RE Run Reason (separately from CalWORKs). <p>• Note: After running CalFresh EDBC, the program may continue to reflect the CalWORKs aid code until the discontinuance batch job runs; the code will then change to 09.</p>
Run,	<p>Rerun CalFresh EDBC with a SAR 7 or RE Run Reason.</p> <p>Note: Any Detail pages in C-IV updated after the SAR 7 discontinuance batch job will be applied to the rerun CalFresh EDBC.</p>

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Procedures, Continued

Transitional CalFresh not processed by batch

Transitional CalFresh cases not processed in the batch discontinuance, which runs the evening of the second work day of the month, are processed by the EW on the third working day of the month following the month of discontinuance.

If the customer...	Then...
Contacts the EW or reapplies for cash aid and provides the needed information/verification by the second working day of the month,	Update the program information and issue benefits accordingly.
Does not contact the EW or reapply for cash aid,	Process the Transitional CalFresh case using instructions found in the C-IV User Guide.

Note: In C-IV, Transitional CalFresh benefits are issued on the evening of the third workday of the month.

Transitional CalFresh Procedural Examples

Introduction

The following are examples for following correct procedure for Transitional CalFresh cases.

Example 1: Multiple Transitional CalFresh periods on same case

Transitional CalFresh can be received numerous times. Each time a CalWORKs/Tribal Temporary Assistance for Needy Families (TANF) case that has a combined CalFresh case is discontinued, an eligibility determination for Transitional CalFresh is mandatory.

Example: Transitional CalFresh for household is effective 1/1. The household reapplies for CalWORKs/Tribal TANF on 2/5 and is approved on 2/10. Transitional CalFresh is discontinued 2/28. The regular CalFresh is effective 3/1. The same CalWORKs/Tribal TANF case is discontinued 5/1 for over income. CalFresh is transferred to a Transitional CalFresh case effective 5/1.

Example 2: Approval of Immediate Need during Transitional CalFresh

When a customer reapplies for CalWORKs during a Transitional CalFresh period, approval of an Immediate Need (IN) payment has no effect on the Transitional CalFresh case.

Example: Transitional CalFresh for household is effective 1/1. The household reapplies for CalWORKs on 2/5 and is issued an IN payment on 2/8. There is no required action to take when IN is approved. When the CalWORKs application is approved, Transitional CalFresh is discontinued with the appropriate 10-day notice requirements, and Regular CalFresh is approved.

Example 3: Transitional CalFresh and CalWORKs Aid Paid Pending

A Transitional CalFresh case is not left active if an Aid Paid Pending (APP) request is approved for CalWORKs. If CalWORKs is restored due to an APP order, the Transitional CalFresh case must be discontinued and regular CalFresh opened within the appropriate 10-day notice timeframes.

Example: CalWORKs case discontinued 5/1 and Transitional CalFresh is effective 5/1. APP is ordered on 5/2. The Eligibility Worker (EW) discontinues Transitional CalFresh effective 6/1 with 10-day notice. The regular CalFresh case is restored effective 6/1.

APP for CalWORKs ends as a result of the hearing being decided in the County's favor and the CalWORKs is discontinued again 7/1. CalFresh is discontinued 6/30 and Transitional CalFresh is effective for five months beginning 7/1.

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Transitional CalFresh Procedural Examples, Continued

**Example 4:
New
Transitional
CalFresh total
ineligibility
from date of
application**

A CalWORKs/CalFresh case that is determined eligible to Transitional CalFresh will still transfer to a Transitional CalFresh case, even if it is suspected or found to be completely ineligible from the original date of application. This is true except for household members with an Intentional Program Violation (IPV).

Example: CalWORKs case is discontinued for being over income 1/1. The case has been over income from the date of application because of unreported income. The CalFresh case is discontinued 1/1 and Transitional CalFresh is made effective 1/1.

**Example 5:
Ongoing
Transitional
CalFresh total
ineligibility
from date of
application**

Once a Transitional CalFresh case has been opened it remains open for the five months, unless the household recertifies for Regular CalFresh, even if the household is found to be totally ineligible from the original date of application. This is true except for household members with an IPV.

Example: Same as in Example 4, but ineligibility is found after the Transitional CalFresh case has been opened. No action is to be taken on the Transitional CalFresh case, unless an IPV conviction has been made. If an IPV conviction has been made, the IPV person can be discontinued.

Note: When ineligibility or unreported information is found, the Transitional CalFresh period can be combined with the prior Regular CalFresh period in determining and computing any resulting overissuances (OIs).

**Example 6:
Transitional
CalFresh
when the head
of household
has died**

In the event of the death of the Head of Household, the Transitional CalFresh program could be set up if there is a designated Authorized Representative (AR) prior to benefits being issued. If there is no AR, there is no eligibility to Transitional CalFresh. Any remaining household members are required to reapply for their own CalFresh case(s).

Example: Head of Household passes away. Case is discontinued for over income on 5/1 due to receipt of Social Security Administration (SSA) benefits. One member of the CalFresh household remains in the home but is a minor and cannot be made the payee. There is no AR on the case. The CalFresh case is discontinued and no transfer to Transitional CalFresh occurs because there is no established AR prior to the discontinuance of the Regular CalFresh case.

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Miscellaneous

Reporting responsibilities

Households are not required to report changes in their circumstances during the Transitional CalFresh period, which includes completing and submitting SAR 7s. Benefits are issued based on the information that the County already has on file. No further contact with the household is required.

Transitional CalFresh household moves out of county

If the Transitional CalFresh household moves to another county in California during the Transitional CalFresh period, the county that the household was residing in when the Transitional CalFresh benefits were approved will continue to provide Transitional CalFresh benefits. However, if the household **is approved** for CalWORKs and/or CalFresh in the new county prior to the end of the five-month Transitional CalFresh period, Transitional CalFresh benefits must be discontinued.

Note: Transitional CalFresh cases are not Inter-County Transferred (ICT'd) between counties.

Transitional CalFresh household applies for and is approved for benefits in another state

If a Transitional CalFresh household applies and is **approved** for Temporary Assistance for Needy Families (TANF) or Supplemental Nutrition Assistance Program (SNAP) benefits in another state, prior to the end of the five-month Transitional CalFresh period, the Eligibility Worker (EW) in the other state may contact the county and request the case to be discontinued.

These requests are a priority and actions to discontinue the Transitional CalFresh case must be completed as soon as a 10-day Notice of Action (NOA) can be given. Federal rules prohibit duplicate CalFresh participation; not discontinuing the case timely prevents the household from receiving benefits in the correct state.

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Miscellaneous, Continued

Notices of Action

The Notices of Action (NOAs) specific to Transitional CalFresh are auto-generated by the C-IV system when a case is:

- Approved,
 - Discontinued, and
 - Recertified.
-

Overissuance recoupment

Regular CalFresh overissuances (OIs) being recouped in the month of the CalWORKs discontinuance are to continue to be collected during the Transitional CalFresh period. If the OI is collected in full during the Transitional CalFresh period, adjust the Transitional CalFresh benefit accordingly

New OIs are not started during the Transitional CalFresh period.

QC Non-cooperation

Transitional CalFresh cases are subject to a Quality Control (QC) review. When a case is pulled for a QC review and the household fails to cooperate, the Transitional CalFresh is discontinued. The household is ineligible to Transitional/Regular CalFresh until they cooperate with QC.

The case will be discontinued for failure to cooperate with the QC review.

CalFresh POLICY HANDBOOK

CHAPTER 15

Charts

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INTERIM INSTRUCTION NOTICE #15-049**SEPTEMBER 2, 2015****SUBJECT:** C-IV Implementation of the CalFresh Cost-of-Living Adjustments (COLA)
Effective 10/1/15**DISTRIBUTION:** CalWORKs, CalFresh**FILE:** CWPB – In Front of Chapter 1
CFPB – In Front of Chapter 15**REFERENCE:** ACIN I-XX-15, SCR
57334, SCR 57361**OBSOLETE:** 11/30/15

Overview

This Interim Instruction Notice (IIN) is being issued to notify the Transitional Assistance Department (TAD) of C-IV implementation regarding the CalFresh 10/1/15 Cost-of-Living Adjustment (COLA).

Note: The new COLA and CalFresh allotment amounts were published in CalFresh Policy Handbook (CFPB) Letter #6617.

C-IV

C-IV has created two System Change Requests (SCRs) associated with this COLA:

- SCR 57334 will implement the new CalFresh values into the C-IV system beginning with the 10/15 benefit month. The release date for this SCR is **9/3/15**. Eligibility Determination and Benefit Calculations (EDBCs) run for the 10/15 benefit month after the release date of this SCR will reflect the new CalFresh values.
 - SCR 57361 will initiate a batch EDBC run for all CalFresh programs for the 10/15 benefit month. **The release date for this SCR and the date of the batch run have not yet been scheduled.** Instructions regarding the batch run will be issued once a release date has been established.
-

Questions

District Managers (DMs) with questions related to this IIN may contact Scott Neeri, Program Specialist I (PS I), at sneeri@hss.sbcounty.gov or (909) 383-9890.

CalFresh Chart for Deductions/Allowances

Introduction

This chapter contains the CalFresh Deduction/Allowance Charts for the current year of 2015/2016, with an archive section for past years (2010 forward), along with the following charts:

- Deduction Allowance Chart
 - Gross Income Eligibility Standards - 130% of Federal Poverty Level (FPL)
 - Gross Income Eligibility Standards for Elderly/Disabled households - 165% of FPL
 - Gross Income Eligibility Test for Modified Categorical Eligibility (MCE – 200% of FPL)
 - Net Income Eligibility Standards - 100% of FPL
 - Standard Deductions
 - Thrifty Food Plan (TFP)
 - Income Reporting Threshold (IRT) Chart
 - Disaster CalFresh Income Eligibility Standards and Allotment chart
-

Deductions/allowances chart

CalFresh deductions/allowances are adjusted by the United States Department of Agriculture (USDA) annually, usually on October 1. The chart below shows the deductions/allowances for Federal Fiscal Year (FFY) 10/1/2015 through 9/30/2016.

Item	Amount effective 10/2015
Earned Income Deduction	20%
Excess Medical Expense	\$35
Homeless household Shelter Allowance	\$143
Limited Utility Allowance (LUA)	\$118
Maximum Shelter Deduction	\$504
Standard Utility Allowance (SUA)	\$385
Telephone Utility Allowance (TUA)	\$19

Gross Income Eligibility Standards

Gross Income Eligibility Test

Below is the monthly Gross Income Eligibility Standards chart for 130% of Federal Poverty Level (FPL):

Household Size	Maximum Gross Monthly Income (130% of FPL)
	10/1/2015 – 9/30/2016
1	\$1,276
2	1,726
3	2,177
4	2,628
5	3,078
6	3,529
7	3,980
8	4,430
9	4,881
10	5,332
	Each Additional Member \$444

Gross Income Eligibility Test - elderly & disabled are a separate household

The 165% FPL chart below is used to determine if an elderly and/or disabled household member living with others who is unable to purchase and/or prepare meals separately due to disability qualifies as a separate household (See Chapter 2, "Persons in Special Circumstances: Elderly and Disabled" section in this handbook for policy and examples):

Household Size	Maximum Gross Monthly Income (165% of FPL)
	10/1/2015 – 9/30/2016
1	\$1,619
2	2,191
3	2,763
4	3,335
5	3,907
6	4,479
7	5,051
8	5,623
9	6,195
10	6,767
	Each Additional Member \$572

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Gross Income Eligibility Standards, Continued

Gross Income Eligibility Test – MCE

The 200% FPL chart below is used when determining if a household qualifies for Modified Categorical Eligibility (MCE):

Household Size	Maximum Gross Monthly Income (200% of FPL)
	10/1/2015 – 9/30/2016
1	\$1,962
2	2,656
3	3,350
4	4,042
5	4,736
6	5,430
7	6,122
8	6,816
	Each Additional Member \$694

Net Income Eligibility Standards/Deductions/Thrifty Food Plan

Net Income Eligibility Test

Below is the monthly Net Income Eligibility Standards chart for 100% of Federal Poverty Level (FPL):

Household Size	Maximum Net Monthly Income (100% of FPL)
	10/1/2015 – 9/30/2016
1	\$981
2	1,328
3	1,675
4	2,021
5	2,368
6	2,715
7	3,061
8	3,408
9	3,755
10	4,102
	Each Additional Member \$347

Standard Deduction

The Standard Deduction is used in the budget for all households:

Household Size	10/1/2015 – 9/30/2016
1-3	\$155
4	168
5	197
6 or more	226

Thrifty Food Plan

The Thrifty Food Plan (TFP) amount is the Maximum Benefit Allotment for households with zero income:

Household Size	11/1/2013 – 9/30/2014	10/1/2014 – 9/30/2015	10/1/2015 – 9/30/2016
1	\$189	\$194	\$194
2	347	357	357
3	497	511	511
4	632	649	649
5	750	771	771
6	900	925	925
7	995	1,022	1,022
8	1,137	1,169	1,169
9	1,279	1,315	1,315
10	1,421	1,461	1,461
	Each Additional Member \$142	Each Additional Member \$146	Each Additional Member \$146

Income Reporting Threshold (IRT) Chart

Level 3 IRT chart

The following is the Level 3 Income Reporting Threshold (IRT) chart for 130% of Federal Poverty Level (FPL).

Reporting Size	Income Reporting Threshold
1	\$1,276
2	1,726
3	2,177
4	2,628
5	3,078
6	3,529
7	3,980
8	4,430
9	4,881
10 or more	Each Additional Member \$444

Note: The IRT levels used for CalWORKs are located in Chapter 19 – Charts, Tables and Lists of the CalWORKs Policy Handbook (CWPHB).

Resource Limit Chart

Resource limit chart

The chart below includes the resource limits for CalFresh households:

Household type	Resource limit effective 10/1/15
A household with at least one person who is: <ul style="list-style-type: none">• Age 60 or older, and/or• Disabled.	\$3,250
All other CalFresh households	\$2,250

Note: Resource limits will have little or no impact on CalFresh budgets, as a result of Modified Categorical Eligibility (MCE).

Disaster CalFresh Income Eligibility Standards and Allotment

Introduction

This section includes information regarding Disaster CalFresh, which are Federal CalFresh benefits issued to households when a federal disaster has been declared and the household lived or worked in the affected area. Refer to Chapter 16, Disaster CalFresh for the specific eligibility requirements.

Disaster CalFresh Gross Income Limit and Allotment

Below is the Disaster CalFresh Gross Income Eligibility Standards and Maximum Benefit Allotment chart:

Household Size	Disaster Gross Income Limit 10/1/2015 – 9/30/2016	Maximum Allotment 10/1/2015 – 9/30/2016
1	\$1,640	\$194
2	1,987	357
3	2,334	511
4	2,693	649
5	3,069	771
6	3,445	925
7	3,791	1,022
8	4,138	1,169
Each Additional Member	+\$347	+\$146

Note: The Disaster CalFresh Gross Income Limits are determined by adding the Net Income Eligibility Standards, Standard Deduction, and Maximum Shelter Deduction.

CalFresh Chart for Deductions/Allowances – Archived

Introduction

This section contains the CalFresh Deduction/Allowance Charts for the archived years beginning with 2010/2011, including the following charts:

- Deduction Allowance Chart
- Gross Income Eligibility Standards (130% of Poverty Level)
- Gross Income Eligibility Standards (165% of Poverty Level)
- Net Income Eligibility Standards (100% of Poverty Level)
- Standard Deductions
- Thrifty Food Plan (TFP)

Note: CalFresh Deduction/Allowance Charts are available for the years prior to 2010; to request, please contact the Program Development Division (PDD).

Deductions/allowances chart

CalFresh deductions/allowances are adjusted by the United States Department of Agriculture (USDA) annually, usually on October 1. The chart below shows the deductions/allowances for the previous 5 years:

Item	Amount 10/1/2010 – 9/30/2011	Amount 10/1/2011 – 9/30/2012	Amount 10/1/2012 – 9/30/2013	Amount 10/1/2013 – 9/30/2014	Amount 10/1/2014 – 9/30/2015
Dependent Care Maximum Under Age – Per Child	No Limit	No Limit	No Limit	No Limit	No Limit
Age 2 or over – Per Child	No Limit	No Limit	No Limit	No Limit	No Limit
Earned Income Deduction	20%	20%	20%	20%	20%
Excess Medical Expense	\$35	\$35	\$35	\$35	\$35
Homeless HH Shelter Allowance	\$143	\$143	\$143	\$143	\$143
Limited Utility Allowance (LUA)	\$94	\$99	\$104	\$109	\$113
Maximum Shelter Deduction	\$458	\$459	\$469	\$478	\$490
Standard Utility Allowance (SUA)	\$320	\$329	\$331	\$363	\$373
Telephone Utility Allowance (TUA)	\$20	\$20	\$20	\$20	\$20

Gross Income Eligibility Standards – Archived

Gross Income Eligibility Test

Below is the monthly Gross Income Eligibility Standards chart for 130% of Federal Poverty Level (FPL) for the previous 5 years:

Household Size	Maximum Gross Monthly Income (130% of FPL)				
	10/1/2010 – 9/30/2011	10/1/2011- 9/30/2012	10/1/2012 – 9/30/2013	10/1/2013 – 9/30/2014	10/1/2014 – 9/30/2015
1	\$1,174	\$1,180	\$1,211	\$1,245	\$1,265
2	1,579	1,594	1,640	1,681	1,705
3	1,984	2,008	2,069	2,116	2,144
4	2,389	2,422	2,498	2,552	2,584
5	2,794	2,836	2,927	2,987	3,024
6	3,200	3,249	3,356	3,423	3,464
7	3,605	3,663	3,785	3,858	3,904
8	4,010	4,077	4,214	4,294	4,344
9	4,416	4,491	4,643	4,730	4,784
10	4,822	4,905	5,072	5,166	5,224
	Each Additional Member \$406	Each Additional Member \$414	Each Additional Member \$429	Each Additional Member \$436	Each Additional Member \$440

Gross Income Eligibility Test where elderly & disabled have separate household's

The 165% FPL chart below (for the previous 5 years) is used to determine if an elderly and/or disabled household member living with others who is unable to purchase and/or prepare meals separately due to disability qualifies as a separate household (See Chapter 2, "Persons in Special Circumstances: Elderly and Disabled" section in this handbook for policy and examples):

Household Size	Maximum Gross Monthly Income (165% of FPL)				
	10/1/2010 – 9/30/2011	10/1/2011 – 9/30/2012	10/1/2012 – 9/30/2013	10/1/2013 – 9/30/2014	10/1/2014 – 9/30/2015
1	\$1,490	\$1,498	\$1,536	\$1,580	\$1,605
2	2,004	2,023	2,081	2,133	2,163
3	2,518	2,548	2,625	2,686	2,722
4	3,032	3,074	3,170	3,239	3,280
5	3,547	3,599	3,714	3,791	3,838
6	4,061	4,124	4,259	4,344	4,396
7	4,575	4,469	4,803	4,897	4,955
8	5,089	5,175	5,348	5,450	5,513
9	5,604	5,701	5,893	6,003	6,072
10	6,119	6,227	6,438	6,556	6,631
	Each Additional Member \$515	Each Additional Member \$526	Each Additional Member \$545	Each Additional Member \$553	Each Additional Member \$559

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Gross Income Eligibility Standards – Archived, Continued

Gross Income Eligibility Test - MCE

The 200% FPL chart below is used when determining if a household qualifies for Modified Categorical Eligibility (MCE) for the previous year:

Household Size	Maximum Net Monthly Income (200% of FPL)
	10/1/2014 – 9/30/2015
1	\$1,946
2	2,622
3	3,300
4	3,976
5	4,652
6	5,330
7	6,006
8	6,682
9	7,360
10	8,038
	Each Additional Member \$678

Net Income Eligibility Standards/Deductions/Thrifty Food Plan – Archived

Net Income Eligibility Test

Below is the monthly Net Income Eligibility Standards chart for 100% of Federal Poverty Level (FPL) for the previous 5 years:

Household Size	Maximum Net Monthly Income (100% of FPL)				
	10/1/2010 – 9/30/2011	10/1/2011 – 9/30/2012	10/1/2012 – 9/30/2013	10/1/2013 – 9/30/2014	10/1/2014 – 9/30/2015
1	\$903	\$908	\$931	\$958	\$973
2	1,215	1,226	1,261	1,293	1,311
3	1,526	1,545	1,591	1,628	1,650
4	1,838	1,863	1,921	1,963	1,988
5	2,150	2,181	2,251	2,298	2,326
6	2,461	2,500	2,581	2,633	2,665
7	2,773	2,818	2,911	2,968	3,003
8	3,085	3,136	3,241	3,303	3,341
9	3,397	3,455	3,571	3,638	3,680
10	3,709	3,774	3,901	3,973	4,019
	Each Additional Member \$312	Each Additional Member \$319	Each Additional Member \$330	Each Additional Member \$335	Each Additional Member \$339

Standard Deductions

The Standard Deduction is used in the budget for all households for the previous 5 years:

Household size	10/1/2010 – 9/30/2011	10/1/2011 – 9/30/2012	10/1/2012 – 9/30/2013	10/1/2013 – 9/30/2014	10/1/2014 – 9/30/2015
1-3	\$142	\$147	\$149	\$152	\$155
4	153	155	160	163	165
5	179	181	187	191	193
6 or more	205	208	214	219	221

Thrifty Food Plan

The Thrifty Food Plan (TFP) amount is the Maximum Benefit Allotment for households with zero income for the previous 5 years:

Household size	10/1/2010 – 9/30/2011	10/1/2011 – 9/30/2012	10/1/2012 – 10/31/2013	11/1/2013 – 9/30/2014	10/1/2014 – 9/30/2015
1	\$200	\$200	\$200	\$189	\$194
2	367	367	367	347	357
3	526	526	526	497	511
4	668	668	668	632	649
5	793	793	793	750	771
6	952	952	952	900	925
7	1,052	1,052	1,052	995	1,022
8	1,202	1,202	1,202	1,137	1,169
9	1,352	1,352	1,352	1,279	1,315
10	1,502	1,502	1,502	1,421	1,461
	Each Additional Member \$150	Each Additional Member \$150	Each Additional Member \$150	Each Additional Member \$142	Each Additional Member \$146

Disaster CalFresh Income Eligibility Standards and Allotment – Archived

Disaster CalFresh Gross Income Limit and Allotment

Below is the Disaster CalFresh Gross Income Eligibility Standards and Maximum Benefit Allotment chart for the previous year:

Household Size	Disaster Gross Income Limit 10/1/2014 – 9/30/2015	Maximum Allotment 10/1/2014 – 9/30/2015
1	\$1,618	\$194
2	1,956	357
3	2,295	511
4	2,643	649
5	3,009	771
6	3,376	925
7	3,714	1,022
8	4,052	1,169
Each Additional Member	+\$339	+\$146

CalFresh POLICY HANDBOOK

CHAPTER 16

Disaster CalFresh

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Definitions and Terms

Introduction

This section gives terms and definitions used in this chapter. The terms defined below are used in the Disaster CalFresh or when a household misfortune occurs.

Definitions

Allotment Replacement: The replacement benefits for food items purchased with CalFresh benefits and lost/destroyed as a result of a household disaster or misfortune.

CF 303: The required affidavit to be completed by the CalFresh head of household or Authorized Representative to request replacement of benefits lost due to a household disaster or misfortune. The CF 303 includes a declaration of disaster or misfortune section, as well as a request for replacement CalFresh benefits section.

DFA 385: The application specific to Disaster CalFresh only.

Disaster: There are two types of disasters:

- **Lesser Disaster:** A disaster such as, but not limited to, a flood, fire, or other catastrophe or temporary emergency that has not been declared a major disaster but is severe enough to have disrupted commercial channels of food distribution.
- **Major Disaster:** One of the following occurrences, which by the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused due to:
 - Any natural catastrophe (such as a drought, earthquake, high water, hurricane, landslide, mudslide, snowstorm, storm, tidal wave, tsunami, tornado, wind-driven water, or volcanic eruption), or
 - Regardless of cause, any explosion, fire, or flood.

Disaster CalFresh: A CalFresh program that can only be authorized by the President. The authorization follows a declaration of a Federal Disaster for individual assistance and waives verification of most eligibility requirements required for the regular CalFresh program.

Disaster Supplemental Nutrition Assistance Program (DSNAP) (also known as Disaster CalFresh e-Application): The on-line application completed and submitted by the household during a federally declared disaster.

Household Disaster: A natural event such as flood, tornado, or a devastating event, such as a fire.

Disaster CalFresh

Introduction The Disaster CalFresh is a Federal CalFresh that issues CalFresh benefits to households not currently receiving benefits under a regular or a Transitional CalFresh program.

Reference The following references are applicable to the information under this topic:

- MPP 63-900,
- MPP 63-102
- MPP 63-603

General process The application process includes:

- Completing and filing an application,
- Being interviewed, and
- Having certain information verified.

The verification requirements for Disaster CalFresh benefits are different and less strict than the regular CalFresh.

Minimum filing requirements The household is required to complete a DFA 385 application or Disaster CalFresh e-Application through C4Yourself to be approved for Disaster CalFresh. In addition, the household must have lived in the affected disaster area at the time the disaster occurred.

Methods for filing the DFA 385 application for Disaster CalFresh When a disaster occurs an application for Disaster CalFresh can be made in one of the four ways:

- In person at identified locations set-up throughout the county,
- By printing the DFA 385 from the State or Federal website and hand delivered to the local Transitional Assistance Department (TAD) office,
- In person at the local TAD office, or
- On-line at C4Yourself.com, the Disaster CalFresh e-Application will only be available when a disaster is declared a federal disaster and activated in C-IV.

Note: If a household applies for regular CalFresh the application has to be processed within the appropriate Expedited Service (ES) or regular processing time frames. See Chapter 1, Applications, of this handbook for further information.

Continued on next page

Disaster CalFresh, Continued

Who may complete the DFA 385 or Disaster CalFresh e-Application

The head of household, any responsible household member or an Authorized Representative (AR) may complete the DFA 385 application or Disaster CalFresh e-Application for Disaster CalFresh benefits.

Disaster CalFresh e-Application identifier

Disaster CalFresh e-Applications are identified in C-IV by an indicator on the **e-Application Search** page, titled Disaster CalFresh. If a Disaster CalFresh e-Application is submitted through C4Yourself a “Y” will appear in the Disaster CalFresh column. If it is not a Disaster CalFresh e-Application an “N” will appear.

Disaster CalFresh First Responders

Introduction

This section gives information on the Disaster CalFresh First Responders (FRs); who they are, what his/her role is when a federal disaster is approved and Disaster CalFresh applications are being accepted in the County.

First Responders

First Responders (FRs) are staff located in all Transitional Assistance Departments (TAD) regions and district offices throughout the county and will be called upon to process Disaster CalFresh applications and/or work at the disaster centers when a disaster is federally approved. He/she will be working either in a district office or at a designated location within the County. FRs consist of the following staff members:

- Office Assistants (OAs)
- Eligibility Workers (EWs)
- Supervising Office Assistants (SOAs)
- Eligibility Worker Supervisor Is (EWS Is)
- District Managers (DMs)
- Employment Service Manager (ESM)

Note: A list of FRs can be found on the TAD website under Resources.

Continued on next page

Disaster CalFresh First Responders, Continued

FRs role and application processing

The role of the FR is to ensure all Disaster CalFresh applications are assigned and processed within the allotted timeframes. The FRs working at the Fire Emergency Local Assistance Center (FELAC) and those working in the district office have different types of application processing based on the application. The application differences are:

DFA 385	Disaster CalFresh e-Application
Paper application	On-line application
The First Responder Office Assistant (FR OA): <ul style="list-style-type: none">• Receives the DFA 385 from the customer• Completes the file clearance• Pends the application in C-IV• Places the DFA 385 in a bin for the First Responder Eligibility Worker (FR EW) to pull when ready to interview	The FR OA: <ul style="list-style-type: none">• Retrieves the Disaster CalFresh e-Applications from the e-Application Search page• Completes the file clearance• Links the Disaster CalFresh e-Application to C-IV• Assigns the Disaster CalFresh e-Application to FR EW using the Intake Schedule in C-IV
The FR EW: <ul style="list-style-type: none">• Pulls the DFA 385 from the bin• Completes a face-to-face interview• Determines Disaster CalFresh eligibility• Updates County Use Only Section on the DFA 385	The FR EW: <ul style="list-style-type: none">• Receives the Disaster CalFresh e-Application in his/her e-Application Workload Inventory• Completes a phone interview• Determines Disaster CalFresh eligibility• Completes Journal template TAD CalFresh 126.10 Disaster CalFresh e-App

Disaster CalFresh Application Interview

Introduction	The application interview is an official and confidential discussion of the household's circumstances, which directly relates to the determination of eligibility and issuance of Disaster CalFresh benefits.
Purpose of the interview	The purpose of the interview is to review the household's DFA 385 application or Disaster CalFresh e-Application to clarify, note upon, and resolve changes and discrepancies, as well as determine Disaster CalFresh eligibility or regular CalFresh eligibility.
Household requirements	<p>The Disaster CalFresh household is required to have at least one household member attend a face-to-face interview with an Eligibility Worker (EW) or a phone interview for the Disaster CalFresh e-Application. The individual interviewed may be:</p> <ul style="list-style-type: none">• Head of household• Spouse• Other responsible household member over the age of 18• Authorized Representative (AR)
Informing requirements	<p>EWs are required to advise the household of:</p> <ul style="list-style-type: none">• Disaster CalFresh rules and eligibility requirements via the Disaster CalFresh 1B• Rights and Responsibilities and Penalty Warning• Disaster CalFresh benefits are for one month only. If the household needs ongoing assistance, an application for regular CalFresh assistance is required• EBT usage process, rules, and requirements <p>Note: All applications and written communication must be provided to the household in their chosen language.</p>
Interpreters	If applicable, interpreters are required and are to be used to complete all oral communication with the household during a disaster period.

Disaster CalFresh Eligibility Requirements

Disaster CalFresh eligibility requirements

Use the DFA 385 “Application for Disaster CalFresh Assistance” or Disaster CalFresh e-Application and interview information to determine if the household meets the Disaster CalFresh Eligibility Requirements in the chart below.

Eligibility Factor	Explanation	Verification Requirement
Application	Must apply during the DISASTER CalFresh application period.	DFA 385 or Disaster CalFresh e-Application date
Residency	Have been living in the “Disaster Area” at the time of disaster, including households: <ul style="list-style-type: none"> Temporarily living outside the “Disaster Area” but within the State at the time of the disaster. Staying in shelters but not expected to remain for entire Disaster CalFresh period. 	Verify if possible (use utility or tax bills, insurance policies or bills, etc.).
Food Buying	Plan on buying food during the Disaster CalFresh Benefit Period (i.e. if the shelter provides all meals, the household is ineligible to Disaster CalFresh).	Per customer statement.
Adverse Effect	Experienced a loss of food and at least one of the following: <ul style="list-style-type: none"> Damage to or destruction of the household’s home. Damage to or destruction of the household’s self-employment business. Disaster-related expenses not expected to be reimbursed during the Disaster CalFresh benefit period. For example: <ul style="list-style-type: none"> Home or business repairs, Temporary shelter expenses, Evacuation expenses, Home/business protection, or Disaster-related personal injury including funeral expenses. Lost or inaccessible income, including income reduction or termination, or a delay in the receipt of income for half of the Disaster CalFresh benefit period. Inaccessible liquid resources. For example, the bank is closed due to the disaster. 	Verify when possible.

Continued on next page

Disaster CalFresh Eligibility Requirements, Continued

Disaster CalFresh eligibility requirements (continued)

Eligibility Factor	Explanation	Verification Requirement
Identity	Provide proof of identity of the applicant.	Verify if possible or accept an affidavit if not available.
Household Composition	Same as for regular CalFresh, except use the household composition that existed at the time of the disaster (do not include individuals with whom the applicant household is staying temporarily during the disaster). See Noncitizen status below.	Verify if questionable (such as by asking the customer to verbally list household members' names, ages, and birthdays).
Noncitizen Status	Not Applicable (N/A) Is not considered when determining eligibility. Noncitizens are eligible to Disaster CalFresh.	N/A
SSN	N/A. Providing a SSN is voluntary and will not result in ineligibility if not provided.	Obtain where possible.
Student Status	N/A. Students are eligible.	N/A
Work Requirement	N/A	N/A
IPV Status	N/A Intentional Program Violation (IPV) disqualifications do not apply to Disaster CalFresh.	N/A
Resource Eligibility	The \$2,000 / \$3,000 resource limits do not apply. Liquid resources such as, cash on hand, accessible savings/checking accounts, are included in income eligibility – there is no separate resource test.	N/A
Income Eligibility	Count only income received and expected to be received during the Disaster CalFresh Benefit Period. The household's income plus liquid resources less disaster-related expenses must not exceed the "Gross Income and Resources Limit". There are no special rules for elderly or disabled household income.	Verify where possible.
Deductions	Allow only disaster-related expenses.	Verify where possible.
Reporting	N/A. The household is not required to report changes.	N/A

Continued on next page

Disaster CalFresh Eligibility Requirements, Continued

Disaster Related Expenses

Those expenses incurred by the household as an adverse effect of the disaster, and that the household has paid or is expected to pay are considered disaster related expenses. The following are some examples of expenses related to a disaster that a household may incur:

- Expenses related to repair damage to the household's home or other property essential to employment or self-employment of a household member,
- Temporary shelter expenses if the home is uninhabitable or the household cannot reach it,
- Expenses for moving out of the area which was evacuated due to the disaster,
- Expenses related to protection of a home or business from disaster damage, or
- Medical expenses for disaster related injury, which occurred to a household member at the time of the disaster, including funeral and burial expenses in the event of a death.

Note: Disaster related expenses are only those items for which the household does not receive full reimbursement during the disaster period.

Disaster CalFresh Application Processing

Introduction A Disaster CalFresh application or Disaster CalFresh e-Application is to be processed within 24 hours from the date of application. This section outlines needed actions to take for processing Disaster CalFresh applications in order to meet this timeframe.

Processing Follow the instructions in the C-IV User Guide for processing the Disaster CalFresh and Disaster CalFresh e-Application. Select All Programs then CalWORKs/CalFresh - Manual EDBC CalFresh. This section provides the information for:

- Coding Disaster CalFresh application,
- Running of Disaster CalFresh EDBC,
- Rush issuing Disaster CalFresh benefits.

Set the appropriate case flag follow the instructions in the C-IV User Guide by selecting Case Management – Adding case flag.

Disaster CalFresh certification period Disaster CalFresh is certified for one month regardless of what day the application is received. Disaster CalFresh benefits are one full month of benefits for the entire household.

Disaster CalFresh eligible persons Every household member living in the home at the time the disaster occurred is eligible to Disaster CalFresh benefits. This includes those persons who are normally excluded from the regular CalFresh such as:

- Ineligible non-citizens
 - Supplemental Security Income (SSI) recipients
 - Ineligible fleeing felons
 - Intentional Program Violation (IPV) convictions
 - Ineligible students
-

Documenting eligibility Documenting the disaster information, as well as eligibility is done on the:

- DFA 385: County Use Only Section
- Disaster CalFresh e-Application : Journal Template TAD CalFresh 126.10 Disaster CalFresh e-App

Note: The Disaster CalFresh e-Application processing steps are located in the Operations and Reference Handbook (ORHB) Chapter T.

Replacement of Benefits Due to a Disaster

Introduction

Benefits from a regular CalFresh case can be replaced as a result of a disaster.

Replacement benefits

On-going CalFresh customers, who have been evacuated or have lost their homes, may be eligible to replacement for the dollar amount of food that has been destroyed, not to exceed the total allotment for the given month. Customers must complete the CF 303 "Replacement Affidavit/Authorization" for a replacement. Replacement benefits must be issued within 10 days of the request.

Customers who report a loss of food due to fire or loss of power may also be eligible to replacement benefits. In these cases, benefits should be prorated from the time the fire or the loss of power occurred.

The CF 303 is sent to Auditing, mail code #0914.

Complete a Journal entry for all replacement CalFresh issued with the title of the Disaster from the IIN regarding the Disaster.

See Chapter 11, pages 11-9 and 11-10 of this handbook for further information.

Quality Control Reviews – Disaster CalFresh Cases

Introduction

This section explains the role of Quality Control (QC) reviews in the Disaster CalFresh.

Disaster CalFresh Quality Control reviews

Disaster CalFresh cases are subject to QC reviews conducted by the State. Cases are pulled at random and the findings are not included in the QC error rate for the ongoing Active or Negative reviews.

All employee Disaster CalFresh cases are reviewed by the State.

IEVS

The **Income and Eligibility Verification System (IEVS)** report will be generated at the time of a QC review to ensure all known income sources were disclosed at the time the Disaster CalFresh application was filed. **First Responder (FR) Eligibility Workers (EWs)** do not need to obtain IEVS to issue Disaster CalFresh.

Verification of income is intended to hold households accountable for accurately reporting sources of income or work loss that were known to them at the time of the disaster, not to hold households responsible for not being able to accurately predict his/her future income/employment during the benefit month.

"What's New"

For your reference, you will find here a list of the latest updates for this Handbook.

All update are organized by publishing date from the newest to the oldest.

CALFRESH POLICY HANDBOOK LETTER #6604, Continued

**Filing
instructions**

Remove and Replace:

Pages: 9-21 and 9-35.1 through 9-35.2

Distribution

CalFresh

DM:SN:kc

Handbook Cover Letters:

We are publishing Cover Letters that accompany every HB Letter that has become part of the handbook.

They are organized by **publishing** date from the newest to the oldest.

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 14, 2016

CALFRESH POLICY HANDBOOK LETTER #6639

CHAPTER 8 – Income

Overview This CalFresh Policy Handbook (CFPHB) letter updates the classification/treatment of child/student earnings by removing the language defining a student 17 years and younger as attending school at least half time and adding home school program information.

Action time frame ***Low Level – Distribute on a flow basis***

Affected cases CalFresh cases with students age 17 years and younger maybe be affected by the information in this handbook letter.

Change summary The following are the changes in this handbook letter:

Old Policy	New Policy Effective with Receipt
Child/student earnings are excluded <ul style="list-style-type: none">• When the child is 17 years old or younger, and• Is enrolled in primary or secondary school at least half-time, and• Is under the parental control of a household member.	Child/student earnings are excluded: <ul style="list-style-type: none">• When the child is 17 years old or younger, and• Is enrolled in a primary or secondary school, and• Lives with a natural, adoptive, or stepparent or under the parental control of a household member other than a parent.
No written policy.	“Enrolled in school” includes students enrolled in home school programs recognized or supervised by the state.

Filing instructions ***Remove and Replace:***
Page 8-9

Distribution CalFresh

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 13, 2016

CALFRESH POLICY HANDBOOK LETTER #6637

CHAPTER 1 – Application
CHAPTER 4 – Residency
CHAPTER 8 – Income
CHAPTER 9 - Reporting
CHAPTER 10 – Budgeting
CHAPTER 12 – Deductions/Exclusions
CHAPTER 13 – Fraud/QC/Appeals
CHAPTER 16 – Disaster CalFresh

Overview

The CalFresh Policy Handbook (CFPHB) has been updated by:

- Making minor (clean up) changes,
 - Changing form number references:
 - DFA 377.7 A to CF 377.7 A – Notice of Administrative Disqualification, and
 - DFA 377.7 A1 to CF 377.7 A1 – Request for Restoration of CalFresh Benefits After Administration Disqualification, and
 - Correcting references to the Income and Eligibility Verification System (IEVS).
-

Action time frame

Low Level – Share at next staff meeting.

Filing instructions

Remove and Replace:

Pages: 1-3, 1-22, 1-30, 1-39, 4-11, 8-2, 8-52, 9-4, 10-54, 10-57, 10-63, 10-65, 12-20, 13-9, 13-36, 13-37, and 16-12

Distribution

CalFresh

DM:SS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 27, 2016

CALFRESH POLICY HANDBOOK LETTER #6640

CHAPTER 8 – Income

Overview	CalFresh Policy Handbook (CWPHB) Chapter 8 – Income has been revised to add information regarding CalFresh cases in receipt of Tribal Temporary Assistance for Needy Families (TANF) must be reassigned to the Tribal TANF worker in District 02 through the Random Equitable Assignment of Cases (REAC) process.
-----------------	---

Action time frame	<i>Medium Level</i> – At next staff meeting.
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Affected cases	CalFresh cases in receipt of Tribal TANF will be affected by these changes.
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Filing instructions	<i>Remove and Replace:</i> Page 8-24.2
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Distribution	CalFresh
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DM:PC:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 31, 2016

CALFRESH POLICY HANDBOOK LETTER #6638

CHAPTER 10 – Budgeting

Overview	CalFresh Policy Handbook (CFPHB) Chapter 10 – Budgeting has been updated by removing Example 6 as this action would not be completed by an Eligibility Worker (EW).
-----------------	---

Action time frame	<i>Low Level – Share at next staff meeting.</i>
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Affected cases	CalFresh customers with an identified Overissuance (OI) may be affected by this information.
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Filing instructions	<i>Remove and Replace:</i> Page: 10-67
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Distribution	CalFresh
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DM:SS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 31, 2016

CALFRESH POLICY HANDBOOK LETTER #6635

CHAPTER 5 – Citizens/Noncitizens/CFAP

Overview CalFresh Policy Handbook (CFPHB) Chapter 5 – Citizens/Noncitizens/CFAP has been updated by:

- Incorporating Knowledge Database (KD) Frequently Asked Questions (FAQs):
 - #4124 and
 - #4867.
 - Making minor (clean up) changes.
-

Action time frame *Low Level – Share at next staff meeting.*

Affected cases CalFresh customers who are noncitizens may be affected by this information.

Filing instructions *Remove and Replace:*
Pages: 5-23, 5-24, 5-39, and 5-40

Archive:

FAQ KDs: 4124 and 4867

Distribution CalFresh

DM:SS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 29, 2016

CALFRESH POLICY HANDBOOK LETTER #6636

CHAPTER 8 – Income

Overview	CalFresh Policy Handbook (CFPHB) Chapter 8 – Income has been updated by incorporating Knowledge Database (KD) Frequently Asked Question (FAQ) #5183 regarding self-employment income declaration being accepted on the Statement of Facts.
Action time frame	<i>Low Level – Share at next staff meeting.</i>
Affected cases	CalFresh customers who receive self-employment income may be affected by this information.
Filing instructions	<i>Remove and Replace:</i> Pages: 8-5 and 8-17 <i>Archive:</i> FAQ KD: 5183
Distribution	CalFresh

DM:SS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 9, 2016

CALFRESH POLICY HANDBOOK LETTER #6632

CHAPTER 1 – Application

CHAPTER 4 – Residency

CHAPTER 10 – Budgeting

CHAPTER 12 – Deductions/Exclusions

CHAPTER 13 – Fraud/QC/Appeals

Overview

The CalFresh Policy Handbook (CFPHB) has been updated with the following changes:

- The numbers of the following forms have been updated:
 - The DFA 377.7A – Notice of Administrative Disqualification is now the CF 377.7A.
 - The DFA 377.7A1 – Request for Restoration of CalFresh Benefits After Administrative Disqualification is now the CF 377.7A1.
 - The DFA 377.7C – CalFresh Repayment Agreement For Inadvertent HH Errors Only is now the CF 377.7C.
 - The DFA 386 – Notice of Missed Interview is now the CF 386.
- Corrections were made to the CalFresh Household Change Report (CF 377.5 CR) references that were erroneously cited as the DFA 377.5.
- The following reporting notices are automatically generated by C-IV and do not need to be manually generated by the Eligibility Worker (EW):
 - Reporting Changes for CalWORKs and CalFresh (AR 2),
 - Reporting Changes for CalWORKs and CalFresh (AR 2 SAR),
 - Reporting Changes for Cash Aid and CalFresh (SAR 2),
 - CalFresh Benefits How to Report Household Changes (CF 23 SAR), and
 - CalFresh Benefits How to Report Household Changes (CF 23 CR).
- The CalFresh Mid-Certification Period Status Report (CF 377.5 SAR) is no longer required to be given to SAR households at application and Recertification (RC).
- The CF 23 SAR and CF 23 CR have been removed from the list of forms that are required to be manually generated and sent to the household following RC.
- The CalFresh Notice of Restoration Approval (CF 388) and the CalFresh Restoration Request Denial (CF 389) must be mailed to the household only when the C-IV-generated approval/denial Notice of Action (NOA) does not contain information relating to the restoration of eligibility and benefits.
- A question regarding an Authorized Representative (AR) has been added to the Recertification (RC) application section of the revised Recertification for CalFresh Benefits (CF 37), and the question regarding a change in address has moved from Question #2 to Question #3.

Continued on next page

CalFresh Policy Handbook #6632, Continued

Action time frame *Medium Level – Share at next staff meeting*

Affected cases All CalFresh cases will be affected by this information.

Change summary The following changes are effective upon release of this handbook letter:

Old Policy	New Policy
The EW was required to give the household the appropriate reporting notice at: <ul style="list-style-type: none">• Application,• Re-Evaluation/ Recertification (RE/RC), or• When there were changes in the:<ul style="list-style-type: none">– Income Reporting Threshold (IRT), or– Reporting type.	The appropriate reporting notice is automatically generated by C-IV when: <ul style="list-style-type: none">• A case is approved at<ul style="list-style-type: none">– Application, or– RE/RC, and• When there are changes in the:<ul style="list-style-type: none">– IRT, or– Reporting type.
The CF 377.5 SAR was given to Semi-Annual Reporting (SAR) households at: <ul style="list-style-type: none">• Application, and• RC.	The CF 377.5 SAR is no longer given to SAR households.
The Eligibility Worker (EW) sent the household a: <ul style="list-style-type: none">• CF 388 when approving a restoration of eligibility and benefits.• CF 389 when denying a restoration of eligibility and benefits.	The EW will send the CF 388 or CF 389 to the household only when the C-IV-generated NOA does not contain information relating to restoration of eligibility and benefits.
The customer was required to complete Question #2 on the CF 37 to indicate if there had been a change in address.	The customer is required to complete Question #3 on the CF 37 to indicate if there has been a change in address.

Filing instructions

Remove and Replace:

Chapter 1 – Pages 1-17, 1-23, 1-42, 1-43, 1-46, 1-68, 1-74 through 1-76, 1-78, 1-79, 1-81, 1-82, 1-85 through 1-88, 1-90, and 1-92
Chapter 4 – Page 4-9
Chapter 10 – Pages 10-55, 10-69, 10-73, and 10-74
Chapter 12 – Page 12-14
Chapter 13 – Page 13-37

Distribution CalFresh

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 5, 2016

CALFRESH POLICY HANDBOOK LETTER #6614

CHAPTER 1 – Application

CHAPTER 9 – Reporting

CHAPTER 10 – Budgeting

CHAPTER 12 – Deductions/Exclusions

Overview

The CalFresh Policy Handbook (CFPHB) has been updated with the following changes:

- Information and clarification regarding Verified Upon Receipt (VUR) has been added.
 - Low Income Home Energy Assistance Program (LIHEAP) information has been replaced with information regarding the State Utility Assistance Subsidy (SUAS) program.
 - The “Voluntary Mid-period Reports” section in Chapter 9 has been removed as the information in that section is covered in other sections within the chapter.
 - Renumbering of pages.
-

Action time frame

High Level – Share with staff immediately.

Affected cases

All CalFresh cases will be affected by this information.

Change summary

The following changes are effective upon release of this handbook letter:

Old Policy	New Policy
VUR applied only to Non Assistance CalFresh (NACF) cases.	VUR applies to both Public Assistance CalFresh (PACF) and NACF cases, but only to the CalFresh program within each case.
Reports to other programs were not assessed for, or considered to be, VUR.	Reports to other programs must be assessed for VUR and appropriate action must be taken for CalFresh.
A change that resulted in a decrease in CalFresh benefits within a PACF case was held over until the next SAR 7 Eligibility Status Report (SAR 7) or Recertification (RC).	A change that is considered VUR requires action to be taken on the CalFresh case for both PACF and NACF cases. This includes decreasing CalFresh benefits mid-period. CalWORKs benefits are not impacted by a change that is considered VUR.

Continued on next page

CalFresh Policy Handbook #6614, Continued

Change summary (continued)

Old Policy	New Policy
No specific form was designated to be used when requesting verification to add a person to the household.	The Notice of Information/Verification Needed (CF 377.6) form must be sent when requesting verification(s) to add a person to the household. The form must contain the specific verification needed and the due date. The Request for Verification (CW 2200) form must be used when requesting verification in all other situations.
Eligibility Workers (EWs) were not to add a person with income mid-period to a PACF case if the addition of that person would result in a decrease in CalFresh benefits.	EWs must send a CF 377.6 to the household requesting necessary verification (including income) when a new person with income is reported in the home and then take appropriate action regarding the report of the new person.
There was no written policy regarding the completion of No Change Notices of Actions (NOAs) for CalFresh.	No Change NOAs for Calfresh are not required to have budget information. When generating a CalFresh Mid Period No Change (NA CF NCH) NOA through the C-IV Template Repository, EWs will leave the budget information blank.
Effective 1/1/13, all CalFresh cases were eligible to the Standard Utility Allowance (SUA) due to the implementation of the Low Income Home Energy Assistance Program (LIHEAP).	Effective 7/1/14, CalFresh cases that are issued the State Utility Assistance Subsidy (SUAS) are eligible to the SUA.

Effective date This Handbook Letter is effective when received.

Continued on next page

CalFresh Policy Handbook #6614, Continued

Filing instructions

Remove and Replace:

Chapter 1: Pages 1-5, 1-45, 1-93 through 1-95, and 1-104

Chapter 9: Table of Contents – Page 2 of 2
Pages 9-3, 9-37 through 9-52

Chapter 10: Table of Contents – Page 2 of 2
Pages 10-26 through 10-28, 10-31, 10-47, 10-49 through 10-56,
and 10-59

Chapter 12: Page 12-13

Add:

Chapter 1: Page 1-95.1

Chapter 9: Pages 9-53 through 9-55

Chapter 10: Page 10-31.1

Distribution

CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 6, 2016

CALFRESH POLICY HANDBOOK LETTER #6634

CHAPTER 13 – Fraud/QC/Appeals

Overview	The CalFresh Policy Handbook (CFPHB) Chapter 13 – Fraud/QC/Appeals has been updated with information regarding the Civil Rights Coordinator.
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Effective	This handbook material is effective upon release.
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Filing instructions	<i>Remove and Replace:</i> Page: 13-33
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Distribution	CFPHB
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MS:RRS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 6, 2016

CALFRESH POLICY HANDBOOK LETTER #6633

CHAPTER 8 – Income

Overview CalFresh Policy Handbook (CFPHB) Chapter 8 – Income has been updated by removing reference to using the TAD 4 B – Self Employment Worksheet to manually calculate self-employment income when a SAR 7 Eligibility Status Report (SAR 7) is processed.

Action time frame ***Low Level – Share at next staff meeting.***

Affected cases CalFresh customers with self-employment income may be affected by this information.

Change summary The following change is effective upon the release of this handbook letter:

Old Policy	New Policy
The TAD 4 B was used to: <ul style="list-style-type: none">• Manually calculate net self-employment income when SAR 7s were processed, and• Manually calculate net rent in roomer/boarder situations.	<ul style="list-style-type: none">• C-IV automatically calculates net self-employment income when income and deductions (standard or actual) are entered into C-IV, and• TAD 4 B use in roomer/boarder situations remains unchanged.

Filing instructions ***Remove and Replace:***

Page: 8-40

Archive:

FAQ KD: 5178

Distribution CalFresh

DM:SS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 31, 2016

CALFRESH POLICY HANDBOOK LETTER #6630

CHAPTER 1 – Application

CHAPTER 7 – Property

CHAPTER 8 – Income

Overview

CalFresh Policy Handbook (CFPHB) Chapter 1 – Application, Chapter 7 – Property, and Chapter 8 – Income have been revised by:

- Clarifying where to notate “screened for ES” on a CalFresh application,
 - Instructing staff to send a Discontinuance Notice of Action (NOA) after a Recertification (RC) has been completed and the household is ineligible to ongoing CalFresh benefits,
 - Adding information regarding:
 - Customer statement as acceptable verification for Income In-Kind (IIK),
 - Entries made on the **Property Detail** page to be left Pending when there is an open Medi-Cal block,
 - Treatment of Post 9/11 GI Bill award treated as unearned income if received monthly and excluded income if received annually.
-

Action time frame

Low Level – Share at next staff meeting.

Affected cases

The following CalFresh customers may be affected by this information:

- Screened for Expedited Service (ES),
 - Completed their RC and are determined to be ineligible to CalFresh,
 - Own property and receive Medi-Cal, or
 - Receive Income IIK or Post 9/11 GI Bill funds.
-

Continued on next page

CALFRESH POLICY HANDBOOK LETTER #6630, Continued

Change summary

The following changes are effective upon the release of this handbook letter:

Old Policy	New Policy
The Eligibility Worker (EW) was required to document that he/she screened the CalFresh application for ES by writing on the bottom of the SAWS 1 – Initial Application for CalFresh, Cash Aid, and /or Medi-Cal/Health Care Programs, SAWS 2 Plus – Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs or CF 285 – Application for CalFresh Benefits, or E-Application.	The EW is required to document that he/she screened the CalFresh application for ES by writing “Screened for ES”, initialing, and dating anywhere on the SAWS 1, SAWS 2 Plus, CF 285, or Electronic Application.
A denial NOA was sent out when CalFresh customers were not eligible to ongoing CalFresh benefits after the completion of their RC.	A discontinuance NOA must be sent after the household is determined ineligible to CalFresh after the completion of their RC due to: <ul style="list-style-type: none"> • Being over income, or • Any other disqualification reason.
None.	<ul style="list-style-type: none"> • CalFresh cases with an open Medi-Cal program block in C-IV will select Pending as the Status for entries on the Liquid Property Detail page in C-IV to prevent issues with for other programs. • EWs are not to make any adjustments to current entries on the Liquid Property Detail page, unless they have Medi-Cal training.
IIN was verified by a statement from the provider.	IIN can be verified by a statement from the customer or the provider.
None.	Post – 9/11 GI Bill income is considered a Chapter 33 benefit and is treated as: <ul style="list-style-type: none"> • Unearned if received monthly, and • Excluded if received annually.

Continued on next page

CALFRESH POLICY HANDBOOK LETTER #6630, Continued

**Filing
instructions**

Remove and Replace:

Pages: 1-49, 1-68, 7-4, 8-13 and 8-20

Archive:

KD FAQ: 4388, 4593, 4726, 4843, 5067 and 5168

Distribution

CalFresh

DM:SS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 25, 2016

CALFRESH POLICY HANDBOOK #6631

CHAPTER 13 – QC Process/Home Call and Fraud Referrals

Overview CalFresh Policy Handbook (CFPHB) Chapter 13 –Fraud/Appeals has been updated with information from United States Department of Agriculture (USDA) Food and Nutrition Services (FNS) Administrative Notice # 16-08 – Preventing bias and review committees.

Action time frame *Medium Level – Share at next staff meeting*

Affected cases CalFresh cases reviewed for payment accuracy could be affected by the changes in this letter.

Change summary The following changes are effective upon issuance of this letter:

Old Policy	New Policy
Old title – Corrective Action Coordinator	New title – Corrective Action Manager (CAM)
None	Second Party Review - meeting between the Program Integrity Division (PID), the Program Development Division (PDD), and the CAM to discuss the accuracy of the policy and procedural findings for both error and non-error cases.

Filing instructions *Remove and Replace:*
Page: 13-25

Distribution CalFresh

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 17, 2016

CALFRESH POLICY HANDBOOK LETTER #6629

CHAPTER 10 – Budgeting

Overview CalFresh Policy Handbook (CFPHB) Chapter 10 – Budgeting has been updated requiring Eligibility Workers (EWs) to calculate Overissuances (OIs) by determining actual household circumstances, including unreported income increases and decreases per All County Letter (ACL) 15-95.

Action time frame *Medium Level – Share at next staff meeting.*

Affected cases CalFresh customers with an identified OI may be affected by this information.

Change summary The following change is effective upon the release of this handbook letter:

Old Policy	New Policy
Unreported decreases in income that took place during the payment period were not considered when computing CalFresh OIs.	Actual household circumstances, including unreported changes, must be used to compute CalFresh OIs. This includes income increases and decreases.

Filing instructions *Remove and Replace:*
Pages: 10-64 and 10-67

Distribution CalFresh

DM:SS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 2, 2016

CALFRESH POLICY HANDBOOK LETTER #6628

CHAPTER 1 – Application

Overview CalFresh Policy Handbook (CFPHB) Chapter 1 – Application has been updated by revising the process for Non-Assistance CalFresh (NACF) customers who call the Customer Service Center (CSC) to recertify for CalFresh on the last working day of the certification period and are unable to appear in a district office that day.

Action time frame *Medium Level – Share at next staff meeting.*

Affected cases Cases with customers who call the CSC on the last day of the certification period to recertify and are unable to appear at a district office that same day will be affected by this change.

Change summary The following changes are effective upon release of this handbook letter:

Old Policy	New Policy
<p>If a customer called on the last working day of the certification period to recertify for CalFresh and was unable to appear at a district office that same day, the CSC Eligibility Worker (EW):</p> <ul style="list-style-type: none">• Completed the Non-Assistance CalFresh (NACF) Household Recertification Form (CF 27),• Advised the customer he/she must go into the district office the next business day to complete the interview, and• E-mailed the completed CF 27 to the Master Assignment Queue (MAQ)/assigned worker ID in-box.	<p>If a customer calls on the last working day of the certification period to recertify for CalFresh and is unable to appear at a district office that same day, the CSC EW will:</p> <ul style="list-style-type: none">• Schedule an appointment for the customer in a district office the next business day,• Complete a Non-Assistance CalFresh End of Month Recertification Initiation Form (TAD CF 575), and• E-mail the completed TAD CF 575 to the MAQ/assigned worker ID in-box.

Continued on next page

CalFresh Policy Handbook #6628, Continued

Change summary (continued)

Old Policy	New Policy	
No policy.	The EW assigned to complete the RC interview will review the TAD CF 575 prior to the appointment, and:	
	If the customer...	Then the EW will...
	Shows for the scheduled appointment,	Complete the RC interview process.
	Does not show for the scheduled appointment,	Journal the customer did not show for his/her RC appointment.

Filing instructions

Remove and Replace:

Page 1-80

Distribution

CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 22, 2016

CALFRESH POLICY HANDBOOK LETTER #6626

CHAPTER 13 – Fraud/QC/Appeals

Overview

CalFresh Policy Handbook (CFPHB) Chapter 13 – Fraud/QC/Appeals has been updated by:

- Requiring Eligibility Workers (EWs) to review and take case action on PVS Reports within 30 days of receipt of the **Task**, and
- Revising information regarding C-IV automated Tasks for Payment Verification System (PVS) Reports and New Hire Reports (NHRs), changing from 90-days to 30-days effective 11/28/15 with System Change Request (SCR) 44466.

Action time frame

High Level – Share with staff immediately.

Affected cases

CalFresh customers who receive a PVS Report or NHR may be affected by this information

Change summary

The following change is effective upon issuance of this handbook letter:

Old Policy	New Policy
C-IV automatically set a 90-day Task when a PVS or Report NHR was generated for a customer.	C-IV automatically sets a 30-day Task when a PVS Report or NHR is generated for a customer.
PVS Reports were to be reviewed and reconciled daily.	PVS Reports must be reviewed and case action taken within 30 days of receipt of the Task .

Filing instructions

Remove and Replace:

Pages: 13-20 and 13-21

Add:

Pages: 13-21.1

Distribution

CalFresh

DM:SS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 21, 2016

CALFRESH POLICY HANDBOOK LETTER #6627

CHAPTER 7 – Resources

CHAPTER 8 – Income

Overview CalFresh Policy Handbook (CFPHB) Chapter 7 – Resources and Chapter 8 – Income have been revised to add information about the State Earned Income Tax Credit (EITC).

Action time frame ***Low Level** – At next staff meeting*

Affected cases CalFresh cases in which the customer received Federal and/or state EITC may be affected by this change.

Change summary The following change is effective upon release of this handbook letter:

Old Policy	New Policy
EITC was a federal tax credit for low-income working individuals and families.	EITC now includes a federal and/or state tax credit for low-income working individuals and families.

Filing instructions ***Remove and Replace:***

Chapter 7: page 7-2
Chapter 8: page 8-11

Distribution CalFresh

Continued on next page

DM:CB:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 21, 2016

CALFRESH POLICY HANDBOOK LETTER #6620

CHAPTER 1 – Application

Overview

CalFresh Policy Handbook (CFPHB) Chapter 1 - Application has been updated with the following changes:

- Incorporated Knowledge Database (KD) information regarding:
 - An application cannot be withdrawn after an eligibility determination has been made.
 - Modified Categorical Eligibility (MCE) Journal requirements for Inter-County Transfer (ICT) approvals.
 - The EW may alter a MCE Journal template if a case situation does not align to one of the saved Journal templates.
 - The “It’s Your Money You Earned It - Now Claim It And Save It” (PUB 429) (E/S) form has been retitled to the “California EITC is here! Claim Your 2015 State and Federal Credits – You Earned It - It’s Your Money”.
 - The Eligibility Worker (EW) must perform a negative action on a Transitional CalFresh (TCF) case when the household is recertifying for regular CalFresh and fails to provide requested verification within 10 days of request.
-

Action time frame

Medium Level – Share at next staff meeting

Affected cases

All CalFresh cases will be affected by this information.

Change summary

The following changes are effective upon release of this handbook letter:

Old Policy	New Policy
Customer requests for withdrawal of application were treated as denials when the request was made after the: <ul style="list-style-type: none">• Determination of eligibility had been made, or• Customer had received eligibility determination information.	An application cannot be withdrawn after an eligibility determination has been made. The EW will continue the application process following an eligibility determination and either approve or deny the case. Benefits may be discontinued per customer request after case approval.

Continued on next page

CalFresh Policy Handbook Letter #6620, Continued

Change summary (continued)

Old Policy	New Policy
If a TCF household recertifying for regular CalFresh failed to provide verification within 10 days of request, a negative action was not to be completed.	If a TCF household recertifying for regular CalFresh fails to provide requested verification within 10 days of request, a negative action must be completed.
No policy.	MCE verbiage is required prior to the approval of an ICT only when the sending county does not provide verification that the case file was documented with the appropriate MCE information.
No policy.	If a situation that involves MCE does not align to one of the saved Journal templates, the EW may alter an existing Journal template so that it correlates to the case situation.

Filing instructions

Remove and Replace:

Pages: 1-27, 1-82, and 1-102

Add:

Page 1-102.1

Archive:

KD FAQs:

- 4856
 - 5085
 - 5108
-

Distribution

CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 28, 2015

CALFRESH POLICY HANDBOOK LETTER #6624

CHAPTER 6 – Work Requirements/ABAWD/WINS

Overview CalFresh Policy Handbook (CFPHB) Chapter 6 – Work Requirements/ABAWD/WINS has been revised to:

- Clarify CalFresh exemptions and explanations, and
 - Add information about applying a work registration sanction.
-

Action time frame ***Medium*** – At next staff meeting.

Affected cases CalFresh cases that have an active CalWORKs Welfare To Work (WTW) sanction may be affected by these changes.

Change summary The following change is effective immediately:

Old Policy	New Policy
When imposing a CalWORKs WTW sanction, the Eligibility Worker (EW) would determine if a CalFresh work registration sanction should be imposed; however, the CFPHB did not have written instructions for this.	When imposing a CalWORKs WTW sanction, the EW will determine if a CalFresh work registration sanction should be imposed; instructions have been added to the CFPHB.

Filing instructions ***Remove and Replace:***
Table of Contents
Page: 6-4.

Add:
Page: 6-4.1

Distribution CalFresh

DM:CB:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 10, 2015

CALFRESH POLICY HANDBOOK LETTER #6625

CHAPTER 2 – Household Concept

CHAPTER 8 – Income

CHAPTER 9 – Reporting

CHAPTER 10 – Budgeting

CHAPTER 13 – Fraud/QC/Appeals

CHAPTER 16 – Disaster CalFresh

Overview

The CalFresh Policy Handbook (CFPHB) has been revised with the following updates:

- Incorporation of All County Letter (ACL) 15-82 – Definition of Fleeing Felon and Probation Parole Violators for the CalFresh Program.
 - Question # 4 on the SAR 7 Eligibility Status Report (SAR 7) no longer asks for information relating to drug felonies.
-

Action time frame

High Level – Share with staff immediately

Affected cases

All CalFresh cases will be affected by this information.

Change summary

The following changes are effective upon release of this handbook letter:

Old Policy	New Policy
A fleeing felon was defined as an individual with an outstanding judicial bench warrant for his/her arrest or a felon, fleeing to avoid prosecution, custody, or confinement after conviction for a crime or attempt to commit a crime.	For CalFresh program purposes, a fleeing felon is defined as an individual with an outstanding felony arrest warrant that conforms to one of the following three National Crime Information Center (NCIC) Uniform Offense Classification Codes: <ul style="list-style-type: none">• Escape (4901),• Flight to Avoid (prosecution, confinement, etc.) (4902), or• Flight-Escape (4999).

Continued on next page

CalFresh Policy Handbook Letter #6625, Continued

Change summary (continued)

Old Policy	New Policy
A probation/parole violator was defined as an individual who was in violation of a condition of probation or parole imposed under a federal or state law. The initial offense need not have been a felony.	For CalFresh program purposes, a probation/parole violator is defined as an individual who, as determined by an impartial third party (such as a judge or officially sanctioned tribunal), has violated a condition of his/her probation or parole imposed under federal or state law, and that federal, state, or local law enforcement authorities are actively seeking the individual to enforce the conditions of the probation or parole.
Question # 4 on the SAR 7 asked if anyone in the home was a drug felon.	Question # 4 on the SAR 7 no longer asks if anyone in the home is a drug felon.

Filing instructions

Remove and Replace:

Chapter 2 – Pages 2-4, 2-22, and 2-23
Chapter 8 – Page 8-24
Chapter 9 – Page 9-17
Chapter 10 – Pages 10-9, 10-14, 10-32, and 10-33
Chapter 13 – Pages 13-4 through 13-6, 13-39, and 13-40
Chapter 16 – Page 16-10

Distribution

CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 26, 2015

CALFRESH POLICY HANDBOOK LETTER #6623

CHAPTER 11 – Benefit Issuance

Overview	CalFresh Policy Handbook (CFPHB), Chapter 11 – Benefit Issuance has been updated to revise Eligibility Worker (EW) Electronic Benefit Transfer (EBT) cross-county printing procedures.
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Filing instructions	<i>Remove and Replace:</i> Page: 11-12 <i>Add:</i> Page: 11-13
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Distribution	CalFresh
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SB:CMG:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 13, 2015

CALFRESH POLICY HANDBOOK LETTER #6621

CHAPTER 10 – Budgeting

Overview	<p>CalFresh Policy Handbook (CFPHB) Chapter 10 – Budgeting has been updated by adding information regarding running Eligibility Determination and Benefit Calculation (EDBC) with SAR 7 Run Reason when acting on:</p> <ul style="list-style-type: none">• Voluntary mid-period reports considered Verified Upon Receipt (VUR),• County-Initiated mid-period reports, and• Known to County information received.
-----------------	--

Action time frame	<i>Medium Level – Share at next staff meeting</i>
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Affected cases	CalFresh customers who have reported a change mid-period may be affected by this information.
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Filing instructions	<i>Remove and Replace:</i> Pages: 10-49, 10-51, 10-54 through 10-59
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Distribution	CalFresh
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DM:SS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 24, 2015

CALFRESH POLICY HANDBOOK LETTER #6618

CHAPTER 2 – Household Concept

CHAPTER 13 – Fraud/QC/Appeals

Overview CalFresh Policy Handbook (CFPHB) Chapter 2 – Household Concept and Chapter 13 – Fraud/QC/Appeals have been revised to:

- Incorporate and obsolete Interim Instruction Notices (IINs):
 - #15-006 – Eligibility Changes for Drug Felons, and
 - #15-012 Errata 2 – Drug Felons – Eligibility and Welfare-to-Work (WTW) Outreach.
 - Remove:
 - References to drug felonies, and
 - “Drug Felon” Map from Chapter 2.
 - Reformat the “Definitions” Map in Chapter 2.
-

Action time frame **Low Level** – At next staff meeting.

Affected cases CalFresh cases in which an Assistance Unit (AU) member is identified as a drug felon may be affected by this information.

Change summary The following changes were effective on 4/1/15 with the release of IINs #15-006 and #15-012 Errata 2:

Old Policy	New Policy Effective
Individuals with certain felony drug convictions were permanently ineligible to the CalFresh program.	Individuals with a felony drug conviction are now eligible to the CalFresh program, if they meet all other eligibility requirements.

Continued on next page

Chapter 2 – Household Concept and Chapter 13 – Fraud/QC/Appeals, Continued

Filing instructions

Remove and Replace:

Chapter 2: Table of Contents – Page 1 of 1
Pages: 2-1 through 2-4, 2-11 through 2-16, 2-22, and 2-23.

Chapter 13: Table of Contents – Page 2 of 2
Pages: 13-3, 13-4, and 13-8.

Obsolete:

IIN #15-006, and
IIN #15-012 Errata 2.

Distribution

CalFresh

DM:CB:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 23, 2015

CALFRESH POLICY HANDBOOK LETTER #6622

CHAPTER 15 – Charts

Overview

CalFresh Policy Handbook (CFPHB) Chapter 15 – Charts has been updated with the following information:

- The resource limits for CalFresh households have been updated for 10/2015 and continuing; there is no change from the previous year's resource limits.
 - A household with at least one disabled person has been added as a household type.
-

Action time frame

Low Level – Share at next staff meeting.

Affected cases

All CalFresh cases that are not are given Modified Categorical Eligibility (MCE) status will be affected by the new resource limits.

Filing instructions

Remove & Replace:

Page: 15-6

Distribution

CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 28, 2015

CALFRESH POLICY HANDBOOK LETTER #6619

CHAPTER 1 – Application

CHAPTER 4 – Residency

CHAPTER 10 – Budgeting

CHAPTER 12 – Deductions/Exclusions

Overview

The CalFresh Policy Handbook (CFPHB) has been revised with the following updates:

- Incorporation of All County Letter (ACL) 14-101 – CF 37: New Form for CalFresh Recertifications.
 - The Recertification (RC) Process in Chapter 1 – Application has been revised.
 - The CalFresh Supplemental Form for Special Medical Deductions (CF 31) has replaced the CalFresh Supplemental Application for Special Medical Deductions (DFA 285-C).
-

Action time frame

High Level – Share with staff immediately.

Affected cases

All CalFresh cases will be affected by this information.

Change summary

The following changes are effective upon release of this handbook letter:

Old Policy	New Policy
The Application for CalFresh Benefits (CF 285) was completed by customers to recertify for CalFresh.	The Recertification for CalFresh Benefits (CF 37) is completed by customers to recertify for CalFresh.
The Eligibility Worker (EW) was required to complete the Root Questions in C-IV and generate an Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs (SAWS 2 Plus) at Recertification (RC) for a Non-Assistance CalFresh (NACF) case when the CF 285 was: <ul style="list-style-type: none">• Not returned by the customer, or• Returned but did not contain at least a name, address and signature.	The Root Questions are not required to be completed and the SAWS 2 Plus is not required to be generated for an NACF case at RC in any situation.

Continued on next page

CalFresh Policy Handbook Letter #6619, Continued

Change summary (continued)

Old Policy	New Policy
Specific Journal language was required when the SAWS 2 Plus was generated at RC.	The SAWS 2 Plus is not required to be generated at RC, therefore, no specific Journal language is required.
There was no specification of whether or not the Initial Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs (SAWS 1), SAWS 2 Plus, or an e-Application that was returned/submitted by the customer after the RC interview and contained at least a name, address and signature, could be accepted in lieu of the CF 285.	A SAWS 1, SAWS 2 Plus, CF 285, or an e-Application that is returned/submitted by the customer after the RC interview and contains at least a name, address and signature, may be accepted in lieu of the CF 37.
If an application was withdrawn prior to the determination of eligibility, the EW was required to inform the household of their right to reapply at any time.	If an application is withdrawn prior to the determination of eligibility, the EW is required to inform the household of their right to reapply at any time and their loss of appeals rights.
The EW was not required to document that he/she screened a CalFresh application for Expedited Service (ES) by writing "Screened for ES," on the bottom of the application form.	The EW is required to document that he/she screened a CalFresh application for ES by writing "Screened for ES," on the bottom of the application form.
The CalFresh Supplemental Application for Special Medical Deductions (DFA 285-C) was completed by the customer to indicate excess medical expenses incurred by a household containing an elderly and/or disabled member.	The CalFresh Supplemental Form for Special Medical Deductions (CF 31) is completed by the customer to indicate excess medical expenses incurred by a household containing an elderly and/or disabled member. Use of the form is not required to allow an excess medical deduction(s).

Filing instructions

Remove and Replace:

Chapter 1 – Table of Contents Page 1 of 2, Pages: 1-1, 1-27, 1-38, 1-43, 1-49, 1-56, 1-73 through 1-82, 1-108 through 1-111, 1-128, and 1-130

Chapter 4 – Page: 4-8

Chapter 10 – Pages: 10-5 and 10-8

Chapter 12 – Page: 12-18

Distribution

CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 2, 2015

CALFRESH POLICY HANDBOOK LETTER #6617

CHAPTER 15 – Charts

Overview

CalFresh Policy Handbook (CFPHB) Chapter 15 – Charts has been updated with the CalFresh Cost-of-Living Adjustments (COLA) effective 10/1/15.

**Action time
frame**

High Level – Share with staff immediately

**Affected
cases**

All CalFresh cases will be affected by this information.

Continued on next page

CHAPTER 15 – Charts, Continued

Change summary

The following changes have been updated:

Item	Old Amount through 9/30/15	New Amount effective 10/1/15
Standard Utility Allowance (SUA)	\$373	\$385
Limited Utility Allowance (LUA)	\$113	\$118
Telephone Utility Allowance (TUA)	\$20	\$19
Standard Deduction – Household Size		
1-3	\$155	\$155
4	\$165	\$168
5	\$193	\$197
6+	\$221	\$226
Maximum Shelter Deduction	\$490	\$504
Maximum Gross Monthly Income	See “Gross Income Eligibility Standards – Archived” section	See “Gross Income Eligibility Standards” section
Maximum Gross Monthly Income for Households where elderly & disabled are a separate household	See “Net Income Eligibility Standards/ Deductions/Thrifty Food Plan – Archived” section	See “Net Income Eligibility Standards/ Deductions/Thrifty Food Plan” section
Maximum Net Monthly Income	See “Net Income Eligibility Standards/ Deductions/Thrifty Food Plan – Archived” section	See “Net Income Eligibility Standards/ Deductions/Thrifty Food Plan” section
Disaster CalFresh Income Eligibility Standards	See “Disaster CalFresh Income Eligibility Standards and Allotment – Archived” section	See “Disaster CalFresh Income Eligibility Standards and Allotment” section
Disaster CalFresh Allotment	See “Disaster CalFresh Income Eligibility Standards and Allotment – Archived” section	See “Disaster CalFresh Income Eligibility Standards and Allotment” section

Filing instructions

Remove and Replace:

Entire Chapter

Distribution

CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 9, 2015

CALFRESH POLICY HANDBOOK LETTER #6612

CHAPTER 1 – Application

Overview

CalFresh Policy Handbook (CFPHB) Chapter 1 – Application has been updated with the following changes:

- A definition for “Eligibility determination” has been added.
- The name of the “Application” section has been changed to “Application Overview”.
- Application interview processes have been updated for CalFresh only applicants and CalFresh/CalWORKs applicants.
- Information regarding households that are eligible to CalFresh in the initial month but then are ineligible in the continuing month due to a reasonably anticipated change in income or expenses has been added.
- Approval and denial time frame information has been added to the Application Procedures section.
- Examples of the withdrawal and denial of an application in the Application Procedures section have been expanded.
- The “Social Security Numbers” section has been removed from Chapter 4 – Residency, and added to this chapter.
- All requests for verification must be made in writing and on the Request for Verification (CW 2200) form.
- The name of the “Rights and Responsibilities Documents” section has been changed to “Rights, Responsibilities, and Reporting Documents”. The section has also been updated to differentiate between rights and responsibility forms, and reporting forms.
- Information has been added to the Denial section regarding customer failure to:
 - Attend the intake appointment, and
 - Provide requested verification.
- The Recertification section has been divided into the following three sections:
 - Recertification (RC) – Basic Information,
 - Recertification (RC) – Automated RE/RC Packets, and
 - Recertification (RC) Process.
- Information has been added regarding Re-Evaluation(RE)/RC Packets to the Recertification (RC) – Automated RE/RC Packets section.
- Adjustments and corrections to wording and formatting have been made throughout the chapter.

Continued on next page

CalFresh Policy Handbook Letter #6612, Continued

Change summary

The following changes are effective upon release of this handbook letter:

Old Policy	New Policy
CalFresh applicants were required to sign the Application For CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs (SAWS 2 Plus) at application (a signed Application for CalFresh Benefits (CF 285) could also be accepted in lieu of the SAWS 2 Plus).	CalFresh only applicants are not required to sign the SAWS 2 Plus at application. However, the form must be generated in the C-IV system and a copy offered to the customer for his/her records.
The use of the Notice of Withdrawn Application (CW 10) form was optional when the household voluntarily withdrew their application prior to the determination of eligibility.	The CW 10 must be sent to the household when there is a voluntary withdrawal of the application prior to the determination of eligibility.
Applications must be approved or denied within 30 days of the application date.	Applicants must be provided 10 days to submit requested verification. An application will, therefore, not be denied on the 30 th day if the verification due date falls after the 30 th day. A denial in such situations will occur the next business day following the verification due date.
United States (U.S.) Citizenship was required to be verified if it was questionable.	U.S. Citizenship is required to be verified when the customer's place of birth is outside of the U.S. or U.S. territories, or when it is questionable.
Medi-Cal Eligibility Data System (MEDS) printouts with a "J" SSN-VER codes were considered acceptable verification of identity.	A "J" SSN-VER code is only valid for MEDS printouts dated prior to 9/25/09.
The addition of a new household member that resulted in a decrease in CalFresh benefits would be held over until the next SAR7 or Recertification (RC) for Public Assistance CalFresh (PACE) cases.	The EW will add a new household member and take action to decrease CalFresh benefits on the first of the next available month in which 10-day Notice of Action (NOA) can be provided when the addition of the household member will result in a decrease in CalFresh benefits.
There was no specification of who in the CalFresh household could complete the RC.	The RC may be completed by one adult household member or authorized representative, or a responsible minor when the household is composed entirely of minors and has no adult to act on its behalf.

Effective date This Handbook Letter is effective when received.

CalFresh Policy Handbook Letter #6612, Continued

**Filing
instructions**

Remove and Replace:

Table of Contents Pages 1 of 2 and 2 of 2
Pages: 1-3, and 1-6 through 1-116

Add:

Pages 1-117 – 1-132

Distribution

CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 5, 2015

CALFRESH POLICY HANDBOOK LETTER #6616

CHAPTER 13 – Fraud/QC/Appeals

Overview CalFresh Policy Handbook (CFPHB) Chapter 13 – Fraud/QC/Appeals has been updated to remove references to the Duplicate AID Detection System (DADS) report, as this report is no longer generated based on Income and Eligibility Verification System (IEVS) matches.

Action time frame ***Low Level – Share at next staff meeting.***

Change summary The following change is effective upon release of this handbook letter:

Old Policy	New Policy
A DADS report was generated based on matched information from IEVS.	A DADS report is not generated based on matched information from IEVS.

Effective date This Handbook Letter is effective when received.

Filing instructions ***Remove and Replace:***
Page: 13-19

Distribution CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 5, 2015

CALFRESH POLICY HANDBOOK LETTER #6615

CHAPTER 11 – Benefit Issuance

Overview

CalFresh Policy Handbook (CFPHB) Chapter 11 – Benefit Issuance has been updated with the following information:

- Part A – Household Affidavit of the Replacement Affidavit/ Authorization (CF 303) form must be completed by the customer when requesting replacement CalFresh benefits.
 - Part B – Replacement Benefits of the CF 303 must be completed by the Eligibility Worker (EW) prior to faxing the document to Human Services (HS) Auditing.
 - A correction to the name of the CF 303 form.
-

Change summary

The following change is effective upon release of this handbook letter:

Old Policy	New Policy
The EW: <ul style="list-style-type: none">• Reviewed the CF 303 to ensure it was complete and signed by the customer, and• Faxed the approved CF 303 to HS Auditing.	The EW: <ul style="list-style-type: none">• Reviews Part A – Household Affidavit of the CF 303 to ensure it is complete and signed by the customer, and• Completes, signs, and dates Part B – Replacement Benefits of the CF 303 prior to faxing it to HS Auditing.

Effective date

This Handbook Letter is effective when received.

Filing instructions

Remove and Replace:

Pages: 11-9 and 11-10

Distribution

CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 29, 2015

CALFRESH POLICY HANDBOOK LETTER #6611

CHAPTER 1 – Application

CHAPTER 11 – Benefit Issuance

Overview CalFresh Policy Handbook (CFPHB) Chapter 1 – Application has been updated by adding instructions requiring Eligibility Workers (EWs) to complete a Journal entry when an EBT 6 – EBT Card Issuance is completed for new and replacement Electronic Benefit Transfer (EBT) cards.

Action time frame ***Low Level – Share at next staff meeting.***

Affected cases CalFresh cases with an EBT 6 completed for a customer will be affected by this information.

Change summary The following changes are effective immediately upon staffing:

Old Policy	New Policy
None.	EWs are required to complete a Journal entry when an EBT 6 is completed for new and replacement EBT cards for a: <ul style="list-style-type: none">• Customer, and/or• Authorized Representative (AR).

Filing instructions ***Remove and Replace:***
Pages: 1-49, 11-1, 11-2, and 11-4

Distribution CalFresh

DM:SS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 30, 2015

CALFRESH POLICY HANDBOOK LETTER #6608

CHAPTER 1 – Application

Overview

CalFresh Policy Handbook (CFPHB) Chapter 1 – Application has been updated to:

- Incorporate All County Letter (ACL) #15-42 – CalFresh: Clarification of Household Reports over the Income Reporting Threshold (IRT) for the Semi-Annual Reporting (SAR) System.
 - Incorporate Interim Instruction Notice (IIN) #14-035 - Modified Categorical Eligibility (MCE) – Change to 200 Percent of the Federal Poverty Level (FPL).
 - Provide information about benefit calculations for MCE cases.
 - Add additional mandatory Journal entries for situations involving MCE.
 - Renumber pages 1-80 through 1-109.
-

Effective date

This Handbook Letter is effective when received.

**Filing
instructions*****Remove and Replace:***

Table of Contents Page 2 of 2

Pages 1-80 through 1-109

Add:

Pages: 1-110 through 1-116

Distribution

CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 7, 2015

CALFRESH POLICY HANDBOOK LETTER #6613

CHAPTER 7 – Resources

Overview	CalFresh Policy Handbook (CFPHB) Chapter 7 – Resources has been updated to remove the “Modified Categorical Eligibility (MCE) – Resources” section. Information relating to MCE is now in the “Modified Categorical Eligibility” section of Chapter 1 – Application, which was issued in CFPHB Letter #6608 on 6/30/15.
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Effective date	This Handbook Letter is effective when received.
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Filing instructions	<i>Remove:</i> Pages 7-6 through 7-10
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Distribution	CalFresh
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DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 18, 2015

CALFRESH POLICY HANDBOOK LETTER #6610

CHAPTER 9 – Reporting

Overview

CalFresh Policy Handbook (CFPHB) Chapter 9 – Reporting has been updated with the following information:

- Question 12 on the SAR 7 Eligibility Status Report (SAR 7) is only required to be answered if Question 11 is answered “YES”.
 - The Eligibility Worker (EW) will assist a customer having difficulty obtaining verification of decreased income by having the customer sign an Employer and Income Verification (TAD 104) form and then contacting the income source directly to obtain the needed information.
-

Action time frame

Low Level – Share at next staff meeting.

Change summary

The following changes are effective upon release of this handbook letter:

Old Policy	New Policy
Question 12 on the SAR 7 Eligibility Status Report (SAR 7) was only required to be answered if Question 9 was answered “YES”.	Question 12 on the SAR 7 is only required to be answered if Question 11 is answered “YES”.
The EW must assist the customer if he/she is unable to provide verification of a decrease in income.	The EW must assist the customer if he/she is unable to provide verification of a decrease in income, including having the customer complete an Employment and Income Verification (TAD 104) form and contacting the income source directly to obtain the needed information.

Filing instructions

Remove and Replace:

Pages: 9-21 and 9-43

Distribution

CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 1, 2015

CALFRESH POLICY HANDBOOK LETTER #6609

CHAPTER 6 – Work Requirements/ABAWD/WINS

Overview	<p>CalFresh Policy Handbook (CFPHB) Chapter 6 – Work Requirements/ABAWD has been updated to:</p> <ul style="list-style-type: none">• Incorporate All County Information Notice (ACIN) I-27-15 – Work Incentive Nutritional Supplement (WINS) Questions and Answers (Q&As),• Incorporate Interim Instruction Notice (IIN) #15-015 – Update to the Work Incentive Nutritional Supplement (WINS) Program, and• Change the name of the chapter to Work Requirements/ABAWD/WINS.
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Effective date	This Handbook Letter is effective when received.
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Filing instructions	<p><i>Remove and Replace:</i> Entire chapter</p>
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Distribution	CalFresh
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DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 1, 2015

CALFRESH POLICY HANDBOOK LETTER #6606

CHAPTER 11 – Benefit Issuance

Overview The CalFresh Policy Handbook (CFPHB), Chapter 11 – Benefit Issuance has been revised to:

- Inform staff a customer may receive a printout of his/her C-IV Electronic Benefit Transfer (EBT) transaction history,
- Specify the timeframe to provide the C-IV EBT transaction history printout if requested, and
- Update the Eligibility Worker (EW) cross-county EBT card request process.

Filing instructions ***Remove and Replace:***
Pages: 11-3 and 11-12
Add:
Page: 11-3.1

Distribution CFPHB

SB:CG:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 6, 2015

CALFRESH POLICY HANDBOOK LETTER #6607

CHAPTER 1 – Applications

Overview	This handbook letter is being issued to provide revised Express Lane instructions for Re-Evaluations (REs).
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Filing instructions	<i>Remove and Replace:</i> Table of Contents – Page 2 of 2 Pages: 1-82 through 1-105 <i>Add:</i> Pages: 1-106 through 1-109
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Distribution	CalFresh
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SB:GC:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 13, 2015

CALFRESH POLICY HANDBOOK LETTER #6605

CHAPTER 1 – Applications

Overview	CalFresh Policy Handbook (CFPHB) Chapter 1 – Applications has been updated to add information regarding denial of an application if the 30 th day lands on a weekend or legal holiday.
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Action time frame	<i>Medium Level – Share at next staff meeting.</i>
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Affected cases	CalFresh families with a pending application may be affected by this information.
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Filing instructions	<i>Remove and Replace:</i> Pages: 1-19, 1-26, 1-35 through 1-38 <i>Archive:</i> KD FAQ: #3546
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Distribution	CalFresh
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DM:SS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 12, 2015

CALFRESH POLICY HANDBOOK LETTER #6604

CHAPTER 9 – Reporting

Overview

CalFresh Policy Handbook (CFPHB) Chapter 9 – Reporting has been updated with the following information:

- A correction to the completeness criteria for Question 12 of the SAR 7 Eligibility Status Report (SAR 7).
 - An update to the process of restoring a case when a customer submits the SAR 7 in the month following the month of discontinuance without good cause.
-

Action time Frame

High Level – Share with staff immediately.

Affected cases

CalFresh cases with a SAR 7 returned by the customer may be affected by the changes in this handbook letter.

Change summary

The following changes are effective immediately:

Old Policy	New Policy
If Question 11 of the SAR 7 was answered "NO" and Question 12 was answered "YES", then Question 12 was considered incomplete.	If Question 11 of the SAR 7 is answered "NO" and Question 12 is answered "YES", then Question 12 can be either complete or incomplete, depending on the explanation provided.
If a customer submitted a complete SAR 7 between the sixth day and the last day of the month following the month of discontinuance, and he/she did not have good cause for submitting a late SAR 7, the EW would allow the discontinuance action to stand.	If a customer submits a complete SAR 7 in the month following the month of discontinuance and does not have good cause for submitting a late SAR 7, the EW will restore the case using the "Restoration of Eligibility and Benefits" process

Continued on next page

CALFRESH POLICY HANDBOOK LETTER #6604, Continued

**Filing
instructions**

Remove and Replace:

Pages: 9-21 and 9-35.1 through 9-35.2

Distribution

CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 5, 2015

CALFRESH POLICY HANDBOOK LETTER #6603

CHAPTER 1 – Applications

CHAPTER 4 – Residency

CHAPTER 12 – Deductions/Exclusions

Overview CalFresh Policy Handbook (CFPHB) Chapter 1 – Applications, Chapter 4 – Residency, and Chapter 12 – Deductions/Exclusions have been revised by adding information regarding the CW 2200 – Request for Verification. The CW 2200 is required to be used when requesting information or verification from a customer.

Action time frame *High Level – Share with staff immediately.*

Affected cases CalFresh cases with customers who need to provide additional information and/or verification may be affected by the changes in this handbook letter.

Change summary The following change is effective immediately:

Old Policy	New Policy
The VER 100 – Verification Request List was used to request information/ verification from a customer.	The CW 2200 – Request for Verification is used to request information/ verification from a customer.

Filing instructions *Remove and Replace:*
Chapter 1: Pages 1-18, 1-24, 1-58, 1-59, and 1-99
Chapter 4: Page 4-12
Chapter 12: Pages 12-11 and 12-13

Distribution CalFresh

DM:SS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 27, 2015

CALFRESH POLICY HANDBOOK LETTER #6601

CHAPTER 1 – Application

Overview	CalFresh Policy Handbook (CFPHB) Chapter 1 – Application has been updated to clarify a Medi-Cal Eligibility Data System (MEDS) printout with a “J”, “W”, or “A” SSN-VER code is an acceptable verification of identity.
-----------------	---

Action time Frame	<i>Medium Level – Share at next staff meeting.</i>
--------------------------	---

Affected cases	CalFresh households that are required to submit verification of identity will be affected by this change.
-----------------------	---

Change summary	<p>The following change is effective immediately:</p> <table><tr><th>Old Policy</th><th>New Policy</th></tr><tr><td>MEDS printouts were not an acceptable verification for identity.</td><td>MEDS printouts with a “J”, “W”, or “A” SSN-VER code are an acceptable verification of identity.</td></tr></table>	Old Policy	New Policy	MEDS printouts were not an acceptable verification for identity.	MEDS printouts with a “J”, “W”, or “A” SSN-VER code are an acceptable verification of identity.
Old Policy	New Policy				
MEDS printouts were not an acceptable verification for identity.	MEDS printouts with a “J”, “W”, or “A” SSN-VER code are an acceptable verification of identity.				

Filing instructions	<p><i>Remove and Replace:</i></p> <p>Page: 1-28</p> <p><i>Archive:</i></p> <p>KD FAQ #4461</p>
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Distribution	CalFresh
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DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 11, 2015

CALFRESH POLICY HANDBOOK LETTER #6600

CHAPTER 9 – Reporting

Overview CalFresh Policy Handbook (CFPHB) Chapter 9 – Reporting has been updated to correct the definition of Change Reporting (CR).

Action time frame *High Level – Share with staff immediately.*

Affected cases CR CalFresh cases may be affected by this information

Change summary The following change is effective immediately:

Old Policy	New Policy
The definition of CR included the following household types: <ul style="list-style-type: none">• Homeless,• Elderly and disabled with no earned income,• Seasonal/migrant farm worker,• CalFresh program associated with a CalWORKs Annual Reporting/Child Only (AR/CO) case, and• Households residing on an Indian Reservation.	The definition of CR includes the following household types: <ul style="list-style-type: none">• Homeless,• Elderly and disabled with no earned income,• Seasonal/migrant farm worker, and• Households residing on an Indian Reservation.

Filing instructions *Remove and Replace:*
Page: 9-1

Distribution CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

MARCH 5, 2015

CALFRESH POLICY HANDBOOK LETTER #6558

CHAPTER 9 – Reporting

Overview

CalFresh Policy Handbook (CFPHB) Chapter 9 – Reporting has been revised to reflect the changes to the SAR 7 Eligibility Status Report (SAR 7) (05/14) per All County Information Notice (ACIN) I-20-14.

**Action time
Frame**

High Level – Share with staff immediately.

**Affected
cases**

CalFresh cases with a SAR 7 returned by the customer may be affected by the changes in this handbook letter.

**Change
summary**

The following changes are effective immediately:

Old Policy	New Policy
<ul style="list-style-type: none">SAR 7 Question 9 required a response to the second question within the question.<ul style="list-style-type: none">Both check boxes were required to be checked.SAR 7 Question 10 required a response to the second question within the question if the first question was answered “Yes”.	<ul style="list-style-type: none">SAR 7 Question 10 requires a response based on the answer to question 9.SAR 7 Question 12 requires a response based on the answer to question 11.

Continued on next page

Chapter 19 – Reporting, Continued

**Filing
instructions*****Remove and Replace:***

Table of Contents – Page 1 of 2

Pages: 9-1 through 9-35

Add:

Pages: 9-35.1 and 9-35.2

Distribution

CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 18, 2015

CALFRESH POLICY HANDBOOK LETTER # 6599

CHAPTER 10 – Budgeting

Overview	CalFresh Policy Handbook (CFPHB) Chapter 10 – Budgeting has been revised to add Semi-Annual Reporting (SAR) information to the “Mid-period report of IRT and OI” block.
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Action time frame	<i>Low Level – At next staff meeting.</i>
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Filing instructions	<i>Remove and Replace:</i> Page: 10-71
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Distribution	CalFresh
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DM:JV:kc:ker

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 18, 2015

CalFRESH POLICY HANDBOOK LETTER #6576

Chapter 13 – Fraud/QC/Appeals

Overview	<p>CalFresh Policy Handbook (CFPHB) Chapter 13 – Fraud/QC/Appeals has been updated as follows:</p> <ul style="list-style-type: none">• Adds information and processes about the Anti-fraud Locator using EBT Retailer Transaction (ALERT) cases,• Adds information and process about Excessive Card Replacement (ECR) cases, and• Removes information on the CalFresh Integrity Plan (IP) as the information is included in the ALERT Case System and ECR sections.
Action time frame	<p>Medium Level – Review at the next staff meeting.</p>
Affected cases	<p>CalFresh households that may have used their Electronic Benefit Transfer (EBT) card at a retailer that has been disqualified by Food and Nutrition Services (FNS) or have excessive replacements of their EBT card may be affected by the information in this handbook letter.</p>
Filing instructions	<p>Remove and Replace: Table of Contents Pages: 13-15 and 13-16</p> <p>Add: Pages 13-15.1 and 13-16.1</p>
Distribution	<p>CalFresh</p>

DM:JV:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 15, 2015

CALFRESH POLICY HANDBOOK LETTER #6596

CHAPTER 1 – Application

CHAPTER 9 – Reporting

CHAPTER 10 – Budgeting

Overview

This handbook letter contains information regarding a change to how shelter cost changes are acted on in the CalFresh Program. Per Semi-Annual Reporting (SAR) requirements, shelter costs are determined at application and recertification and remain fixed at the determined amount unless the household reports a change.

Non-Assistance CalFresh (NACF) households are not required to report mid-period changes of address and/or shelter costs. However, if a household does report an address change mid-period, the accompanying shelter costs must be acted upon as the report is considered Verified Upon Receipt (VUR).

Eligibility Workers (EWs) must act on shelter cost changes considered VUR to reduce or terminate benefits at any point during the certification period.

Note: Pages 9-49 through 9-53 do not contain changes and are only included in this handbook due to page number updates.

Action time frame

HIGH Level – Requires immediate distribution

Affected cases

CalFresh cases with a voluntarily reported shelter costs change may be affected by this change

Change summary

The following change is effective with the receipt of this handbook letter:

Old Policy	New Policy
Mid-period reports of shelter cost were “held-over” to the next SAR 7 or Recertification (RC).	Mid-period reports of shelter cost changes are considered VUR and <i>must be acted on at any point during the certification period.</i>

Continued on next page

CALFRESH POLICY HANDBOOK LETTER #6596, Continued

**Filing
instructions*****Remove and Replace:***

Table of Contents – Page 2 of 2

Page: 1-78

Pages: 9-2, 9-37, 9-38, 9-45, 9-46, and 9-48 through 53

Page: 10-51

Distribution

CalFresh

DM:MC:kc:ker

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 15, 2015

CALFRESH POLICY HANDBOOK LETTER #6595

CHAPTER 9 – Reporting

Overview	CalFresh Policy Handbook (CFPHB) Chapter 9 – Reporting has been updated to incorporate Knowledge Database (KD) Frequently Asked Question (FAQ) #4550. On the Semi-Annual Report (SAR 7), if the customer answers “yes” to question #2, question #3 must also be answered to make the SAR 7 complete.
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Action time frame	<i>Low Level – Share at next staff meeting.</i>
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Affected cases	CalFresh cases with a SAR 7 submitted with an address change may be affected by this information.
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Filing instructions	<i>Remove and Replace:</i> Page: 9-16 <i>Archive:</i> KD FAQ: #4550
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Distribution	CalFresh
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DM:SS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

JANUARY 8, 2015

CALFRESH POLICY HANDBOOK LETTER #6598

CHAPTER 1 – Application

Overview	CalFresh Policy Handbook (CFPHB) Chapter 1 – Application has been revised to provide staff with updated instructions on Express Lane procedures when processing the monthly enrollment list.
-----------------	--

Filing instructions	<i>Remove and Replace:</i> Pages: 1-93 through 1-96
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Distribution	CalFresh
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SB:GC:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 22, 2014

CALFRESH POLICY HANDBOOK LETTER #6594

Overview

This handbook letter is being issued to obsolete Interim Instruction Notices (IINs) that have been included in the CalFresh Policy Handbook (CFPHB) or in another IIN. The following IINs are obsolete:

- IIN #13-049 Errata – Semi-Annual Report (SAR) Questions and Answers. The information/instructions are included in CFPHB #6569.
- IIN #13-058 – C-IV and CalHEER Interface. The information/instructions are included in IIN #14-009 – Health Care Reform Integration Updates.
- IIN #14-004 – Work Incentive Nutritional Supplement (WINS) Program. The information/instructions are included in IIN #14-024 Errata – Implementation of the Work Incentive Nutritional Supplement (WINS) program.
- IIN #14-013 Errata – CalWORKs Youth Employment Program (CYEP). The information/instructions are included in IIN #14-032 – CalWORKs Youth Employment Program (CYEP).
- IIN 14-017 – New Applications Forms for CalFresh, CalWORKs, Health Care Programs. The information/instructions are included in CFPHB # 6569.
- IIN #14-024 Errata - Implementation of the Work Incentive Nutritional Supplement (WINS) Program. The information/instructions in this IIN are included in IIN #14-034 – Implementation of the Work Incentive Nutritional Supplement (WINS) program.
- IIN #14-032 - CalWORKs Youth Employment Program (CYEP). The information/instructions are included IIN #14-032 Errata – CalWORKs Youth Employment Program (CYEP).

Filing instructions

Remove:

- IIN #13-049
- IIN #13-058
- IIN #14-004
- IIN #14-013 Errata
- IIN #14-017
- IIN #14-024 Errata
- IIN #14-032

Distribution

CalFresh

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 13, 2014

CALFRESH POLICY HANDBOOK LETTER #6593

CHAPTER 9 – Reporting

CHAPTER 10 – Budgeting

Overview

The CalFresh Policy Handbook (CFPHB) Chapter 9 – Reporting and Chapter 10 – Budgeting have been updated to incorporate information from Interim Instruction Notice (IIN) #13-049 Errata regarding:

- Verified Upon Receipt (VUR) information.
 - Overissuances (OIs)
 - Budgeting/Income.
 - Voluntary mid-period reports.
-

Action time frame

Low Level – Share at next staff meeting.

Affected cases

CalFresh cases that have a reported change may be affected by this information.

Filing instructions

Remove and Replace:

Pages: 9-38, 9-51, 10-50, and 10-52

Add:

10-44.1

Distribution

CalFresh

DM:SS:kc:ker

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 13, 2014

CALFRESH POLICY HANDBOOK LETTER #6592

CHAPTER 1 – Applications

Overview	The CalFresh Policy Handbook (CFPHB) Chapter 1 – Applications has been updated to incorporate Knowledge Database (KD) Frequently Asked Question (FAQ) #4217 and #4480 regarding timely notice when processing a Re-Certification (RC) after 10 day Notice of Action (NOA) deadline.
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Action time frame	<i>Medium Level – Share at next staff meeting.</i>
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Affected cases	CalFresh cases with RCs being processed after 10 day NOA may be affected by this information.
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Filing instructions	<i>Remove and Replace:</i> Page: 1-64 <i>Archive:</i> KD FAQ #4217 and #4480
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Distribution	CalFresh
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DC:SS:kc:ker

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 13, 2014

CALFRESH POLICY HANDBOOK LETTER #6575

CHAPTER 13 – Fraud/QC/Appeals

Overview	CalFresh Policy Handbook (CFPHB) Chapter 13 – Fraud/QC/Appeals has been updated to clarify when to use information from the Payment Verification System (PVS) Report and the New Hire Report (NHR).
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Action time frames	<i>High Level – Share with staff immediately.</i>
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Affected cases	CalFresh cases receiving a PVS Report and/or New Hire Report may be affected by the information in this handbook letter.
-----------------------	--

Filing instructions	<i>Remove and Replace:</i> Pages: 13-19, 13-20, and 13-21
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Distribution	CalFresh
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DM:JV:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 14, 2014

CALFRESH POLICY HANDBOOK LETTER #6591

CHAPTER 1 – Applications

CHAPTER 15 – Charts

Overview This handbook letter contains updates to the CalFresh Policy Handbook (CFPHB) as follows:

- Chapter 1 has been updated to add the requirement of informing the household, at Recertification (RC), how to complete the Semi-Annual Eligibility Status Report (SAR 7) using the SAR 7 Sample as a guide.
- Chapter 15 has been updated to correct the Gross Income Eligibility Standards amounts.

Action time frame ***Low Level – Review at next staff meeting.***

Affected cases The following cases may be affected by the information in this handbook letter:

- Cases completing RCs, or
- With income.

Filing instructions ***Remove and Replace:***

Pages: 1-63 and 15-3

Distribution CalFresh

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 28, 2014

CALFRESH HANDBOOK LETTER #6590

CHAPTER 8 – Income

Overview CalFresh Policy Handbook (CWPHB) Chapter 8 – Income has been updated to:

- Change the way to treat an Unemployment Insurance Benefit/Disability Insurance Benefit (UIB/DIB) overpayment offset when the offset is being used to repay a prior overpayment from UIB/DIB.
- Add reference section from the Manual of Policies and Procedures (MPP).

Action time frame ***Low Level – Share at next staff meeting.***

Affected cases CalFresh cases with UIB/DIB income with an overpayment offset to repay a prior overpayment may be affected by this change.

Change summary The following change is effective upon receipt of this handbook material.

Old Policy	New Policy
Full and partial UIB/DIB overpayment offsets were treated differently when determining income to be used in the CalFresh budget. <ul style="list-style-type: none">• Full - Gross income was used.• Partial - Net income was used.	Full and partial UIB/DIB overpayment offsets are treated the same, net is used, when determining income to be used in the CalFresh budget.

Remove and Replace:

Filing instructions Pages: 8-5 and 8-52

Distribution CalFresh

DM:SS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 22, 2014

CALFRESH POLICY HANDBOOK LETTER #6582

CHAPTER 10 – Budgeting

Overview

CalFresh Policy Handbook (CFPHB) Chapter 10 – Budgeting has been revised to add:

- Disallowing the earned income deduction when computing an Overissuance (OI) on cases where the OI is due to unreported income, and
 - Not establishing an OI when the customer fails to report income exceeding the Income Reporting Threshold (IRT) for CalWORKs, unless the income also exceeds the IRT for CalFresh.
-

Action time frame

Medium Level – At next staff meeting.

Affected cases

All CalFresh cases with an OI computed or income exceeding the IRT for CalWORKs not reported may be affected by these changes.

Change summary

The following changes are effective immediately:

Old Policy	New Policy
None	Eligibility Workers (EWs) will disallow the earned income deduction when computing an OI for cases when the OI is due to unreported income.
None	EWs will establish an OI when the customer fails to report income mid-period that exceeds the CalFresh IRT.

Filing instructions

Remove and Replace:

Pages 10-71 and 10-72

Add:

Page 10-72.1

Distribution

CalFresh

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 09, 2014

CALFRESH POLICY HANDBOOK LETTER #6588

CHAPTER 15 – Charts

Overview	CalFresh Policy Handbook (CFPHB) Chapter 15 – Charts has been updated to include the resource limits for CalFresh households.
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Action time frame	<i>Low Level – Share at next staff meeting.</i>
--------------------------	--

Affected cases	All CalFresh cases that are not are given Modified Categorical Eligibility (MCE) status will be affected by the new resource limits.
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Filing instructions	<i>Remove & Replace:</i> Table of Contents <i>Add:</i> Page: 15-5.1
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Distribution	CalFresh
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DM:SN:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 09, 2014

CALFRESH POLICY HANDBOOK LETTER #6587

CHAPTER 10 – Budgeting

Overview	CalFresh Policy Handbook (CFPHB) Chapter 10 – Budgeting has been updated to incorporate All County Information Notice (ACIN) I-33-14, which clarified the threshold to collect on Administrative Error (AE) Overissuances (OIs) is \$35.
-----------------	--

Action time frame	<i>Medium Level – At the next staff meeting.</i>
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Affected cases	CalFresh cases with an AE OI of less than \$35 will be affected by this information.
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Filing instructions	<i>Remove and Replace:</i> Pages: 10-69 and 10-74
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Distribution	CalFresh
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DM:SN:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 09, 2014

CALFRESH POLICY HANDBOOK LETTER #6586

CHAPTER 1 – Application

Overview	CalFresh Policy Handbook (CFPHB) Chapter 1 – Application has been updated to make the use of Program Development Division (PDD) Journal templates a mandatory action.
-----------------	---

Action time frame	<i>Medium Level – Share at next staff meeting.</i>
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Affected cases	All CalFresh cases will be affected by this change.
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Filing instructions	<i>Remove and Replace:</i> Page: 1-22
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Distribution	CalFresh
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DN:SN:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 7, 2014

CALFRESH POLICY HANDBOOK LETTER #6585

CHAPTER 1 – Application

Overview

CalFresh Policy Handbook (CFPHB) Chapter 1 – Application has been revised to include the following updates to Express Lane policy:

- Eligibility determination instructions were updated due to System Change Request (SCR) 51501 released 08/29/14, which allows Express Lane to be entered in C-IV as a Medi-Cal program,
 - Notice of Action (NOA) language provided by the Department of Health Care Services (DHCS),
 - Clarification to Retroactive Express Lane policy,
 - Aid code descriptions, and
 - Medicare recipients can enroll in Express Lane provided they meet Express Lane requirements.
-

Policy change

The following policy has changed regarding establishing eligibility on the Medi-Cal Eligibility Data System (MEDS) for Express Lane customers as a result of SCR 51501:

Old Policy	New Policy
Submit TAD 110 P to MEDS Office Assistants (OAs) to establish Express Lane eligibility via online MEDS transactions.	Medi-Cal /CalFresh Eligibility Workers (EWs) will establish Express Lane eligibility via an Eligibility Determination and Benefit Calculation (EDBC) in C-IV.
Enter a record on the Other Program Assistance (OPA) page to record Express Lane eligibility.	Add a new Medi-Cal program block and establish eligibility by running EDBC in C-IV.

Filing instructions

Remove and Replace:

Table of Contents – Page 2 of 2

Add:

Pages: 1-82 through 1-105

Distribution

CalFresh

DM:MC:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 2, 2014

CALFRESH POLICY HANDBOOK LETTER #6584

CHAPTER 1 – Application

Overview	CalFresh Policy Handbook (CFPHB) Chapter 1 – Application has been updated to include information about ensuring a denial during an Advance Eligibility Determination (AED) is correct and the accompanying Notice of Action (NOA) is accurate.
Action time frame	<i>Medium Level – At the next staff meeting.</i>
Affected cases	Applicant CalFresh cases that are denied during the AED process will be affected by this change.
Filing instructions	<i>Remove and Replace:</i> Page: 1-11
Distribution	CalFresh

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 2, 2014

CALFRESH POLICY HANDBOOK LETTER #6583

CHAPTER 6 – WORK REQUIREMENTS/ABAWD

Overview CalFresh Policy Handbook (CFPHB) Chapter 6 - Work Requirements/ABAWD has been updated to:

- Update the definition of Voluntary Quit.
- Add information regarding the timeframe required to determine Voluntary Quit.

Action time frame ***Low Level – Share at next staff meeting.***

Affected cases All CalFresh cases may be affected by this information.

Filing instructions ***Remove and Replace:***
Page: 6-5

Distribution CalFresh

DM:SS:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 29, 2014

CALFRESH POLICY HANDBOOK LETTER #6580

CHAPTER 1 – Applications

Overview	CalFresh Policy Handbook (CWPHB) Chapter 1 – Applications has been revised to add to the actions taken when the customer has failed to complete the scheduled intake appointment.
Action time frame	<i>High Level – Effective immediately upon release of this handbook letter.</i>
Affected cases	Cases where the customer has missed the scheduled intake interview will be affected by this change.
Change summary	<p>Effective immediately, when a customer misses the scheduled intake interview, the Eligibility Worker (EW) will:</p> <ul style="list-style-type: none">• Send the DFA 386 – Notice of Missed Appointment, and• Update the Expedited Service section on the CalFresh Detail page in C-IV by selecting No in the Entitled drop down box.
Filing instructions	<p><i>Remove and Replace:</i></p> <p>Page 1-37</p>
Distribution	CalFresh

DM:PC:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 25, 2014

CALFRESH POLICY HANDBOOK LETTER #6578

CHAPTER 1 – Application

Overview

The CalFresh Policy Handbook (CFPHB) has been updated to:

- Revise the table in the SAW 2 Plus process block.
- Add information when to review Rights and Responsibilities with the customer.
- Add a block in the Expedited Service (ES) Section, “Documenting screening for ES.”
- Clarify how to document ES screening and eligibility determination.

Action time frame

High Level – At the next staff meeting.

Affected cases

All CalFresh applications and Recertifications (RCs) may be affected by the information in this handbook letter..

Filing instructions

Remove and Replace:

Pages: 1-12, 1-15, 1-32, 1-35, 1-39, 1-40, 1-57 through 1-59 and 1-63

Distribution

CalFresh

DM:JV:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 24, 2014

CALFRESH POLICY HANDBOOK LETTER #6581

CHAPTER 12 – Deductions/Exclusions

Overview	CalFresh Policy Handbook (CFPHB) Chapter 12 – Deductions/Exclusions has been updated to include clarifying information about adding a Medicare Part B expense into the C-IV system.
Action time frame	<i>Medium Level – Review at next staff meeting</i>
Affected cases	All CalFresh cases with a Medicare Part B expense will be affected by this information.
Filing instructions	<i>Remove and Replace:</i> Pages: 12-8
Distribution	CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 18, 2014

CALFRESH POLICY HANDBOOK LETTER #6579

CHAPTER 9 – Reporting

Overview CalFresh Policy Handbook (CFPHB) Chapter 9 – Reporting has been revised to delete the reporting requirement of income exceeding the Income Reporting Threshold (IRT) for Change Reporting (CR) households.

Action time frame *Medium Level – At the next staff meeting.*

Affected cases CR households with an increase in income may be affected by this change.

Change summary The following change is effective immediately.

Old Policy	New Policy
CR households were required to report when they had income that exceeded the IRT.	CR households are not required to report when they have income that exceeds the IRT.

Filing instructions *Remove and Replace:*
Page 9-40

Distribution CalFresh

DM:PC:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 24, 2014

CALFRESH POLICY HANDBOOK LETTER #6577 ERRATA

CHAPTER 15 – Charts

Overview

CalFresh Policy Handbook (CFPHB) Chapter 15 – Charts has been updated with the following changes to the 200% Federal Poverty Limit (FPL) chart:

- The 200% FPL is used when determining gross income eligibility for all Modified Categorical Eligibility (MCE) households.
 - Correctional adjustments of \$1 were made to four of the household gross monthly income amounts that were published in CFPHB Letter # 6577.
-

**Action time
frame**

**Affected
cases**

All CalFresh cases will be affected by this information.

**Filing
instructions**

Remove and Replace:
Pages: 15-1 and 15-3

Distribution

CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 8, 2014

CALFRESH POLICY HANDBOOK LETTER #6572

CHAPTER 11 – Benefit Issuance

Overview	The CalFresh Policy Handbook (CFPHB) Chapter 11 – Benefit Issuance has been revised to clarify instructions for cross-county printing of Electronic Benefit Transfer (EBT) cards.
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Action time frame	<i>Low Level – At the next staff meeting.</i>
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Filing instructions	<i>Remove and Replace:</i> Page: 11-12
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Distribution	CalFresh
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DM:JV:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

AUGUST 20, 2014

CALFRESH POLICY HANDBOOK LETTER #6573

CHAPTER 8 – Income

CHAPTER 14 – Transitional CalFresh

Overview	CalFresh Policy Handbook (CFPHB) Chapter 8 – Income and Chapter 14 – Transitional CalFresh has been revised to add Tribal Temporary Assistance for Needy Families (TANF) information regarding:
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- How Tribal TANF income is treated in the CalFresh program, and
 - Eligibility to Transitional CalFresh.
-

Action time frame	<i>High Level – Upon release of this handbook letter.</i>
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Affected cases	All CalFresh cases with Tribal TANF income will be affected by these updates.
-----------------------	---

Filing instructions	<i>Remove and Replace:</i> <ul style="list-style-type: none">• Table of Contents• Pages: 8-8, 8-14, 14-1 through 14-6, 14-8, 14-9, 14-12, and 14-13. <i>Add:</i> <p>Pages 8-24.1, 8-24.2, 14-2.1 and 14-2.2.</p>
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Distribution	CalFresh
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DM:PC:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 3, 2014

CALFRESH POLICY HANDBOOK LETTER #6577

CHAPTER 15 – Charts

Overview

CalFresh Policy Handbook (CFPHB) Chapter 15 – Charts has been updated with the CalFresh Cost-of-Living Adjustments (COLA) effective 10/1/14.

**Action time
frame**

High Level – Share with staff immediately

**Affected
cases**

All CalFresh cases will be affected by this information.

Continued on next page

CALFRESH POLICY HANDBOOK LETTER #6577, Continued

Change summary

The following changes have been updated:

Item	Old Amount through 9/30/14	New Amount effective 10/1/14
Standard Utility Allowance (SUA)	\$363	\$373
Limited Utility Allowance (LUA)	\$109	\$113
Standard Deduction – Household Size		
1-3	\$152	\$155
4	\$163	\$165
5	\$191	\$193
6+	\$215	\$221
Maximum Shelter Deduction	\$478	\$490
Maximum Gross Monthly Income	See “Gross Income Eligibility Standards – Archived” section	See “Gross Income Eligibility Standards” section
Maximum Gross Monthly Income for Households where elderly & disabled are a separate household	See “Net Income Eligibility Standards/ Deductions/Thrifty Food Plan – Archived” section	See “Net Income Eligibility Standards/ Deductions/Thrifty Food Plan” section
Maximum Net Monthly Income	See “Net Income Eligibility Standards/ Deductions/Thrifty Food Plan – Archived” section	See “Net Income Eligibility Standards/ Deductions/Thrifty Food Plan” section
Disaster CalFresh Income Eligibility Standards	See “Disaster CalFresh Income Eligibility Standards and Allotment – Archived” section	See “Disaster CalFresh Income Eligibility Standards and Allotment” section
Disaster CalFresh Allotment	See “Disaster CalFresh Income Eligibility Standards and Allotment – Archived” section	See “Disaster CalFresh Income Eligibility Standards and Allotment” section

Filing instructions

Remove and Replace:

Entire Chapter

Distribution

CalFresh

DM:SN:ker

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

SEPTEMBER 8, 2014

CALFRESH POLICY HANDBOOK LETTER #6565

CHAPTER 1 – Applications

Overview CalFresh Policy Handbook (CFPHB) Chapter 1 – Applications has been updated to include policy regarding verifying the termination of Supplemental Nutrition Assistance Program (SNAP) benefits when applicant customers have received those benefits in another state.

Action time frame *Medium Level – Review at next staff meeting*

Affected cases All applicant cases that have received SNAP benefits in another state will be affected by this change.

Change summary The following update was made:

Old Policy	New policy
No policy	Verification of the termination of SNAP benefits in another state is required prior to approving CalFresh benefits. The EW will assist the customer in obtaining verification, if needed, including contacting the agency that administers SNAP in the other state.

Filing instructions *Remove and Replace:*
Page: 1-23

Distribution CalFresh

DM:SN:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

JULY 24, 2014

CALFRESH POLICY HANDBOOK LETTER #6569

CHAPTER 1 – Application

CHAPTER 4 – Residency

CHAPTER 8 – Income

CHAPTER 9 – Reporting

CHAPTER 10 – Budgeting

CHAPTER 12 – Deductions/Exclusions

Overview

The CalFresh Policy Handbook (CFPHB) has been updated with the following changes:

- Incorporation of Interim Instruction Notice (IIN) #13-059 ERRATA – C-IV Implementation of the SAWS 2 Plus – Application for CalFresh, Cash Aid, and /or Medi-Cal/Health Care.
- Information has been added regarding withdrawal requests after an eligibility determination has been made.
- Addition of examples of when an application should be denied and when it should be considered a withdrawal.
- Housing costs are only allowed for the residence that is occupied by the household at application.
- Question four on the Semi-Annual Eligibility Status Report (SAR 7) is required to be completed by CalWORKs recipients only.
- The verbiage of the mandatory Journal entry for face-to-face interviews during the application process has been updated.
- The Application for Food Stamps (DFA 285 A1) has been replaced by the Application for CalFresh Benefits (CF 285).
- The form number for the CalFresh Notice of Expiration Certification has been changed from DFA 377.2 to CF 377.2.
- The form number for the CalFresh Notice of Change for Semi-Annual Reporting Households has been changed from DFA 377.4 SAR to CF 377.4 SAR.
- The form number for the CalFresh Overissuance Notice for Administrative Errors (AE) Only has been changed from DFA 377.7D to CF 377.7D.
- The form number for the CalFresh Household Change Report has been changed from DFA 377.5 to CF 377.5 CR.
- The Statement Of Facts For Cash Aid, CalFresh, And Medi-Cal/34-County Medical Services Program (CMSP) (SAWS 2) has been replaced by the Application For CalFresh, Cash Aid, And/Or Medi-Cal/Health Care Programs (SAWS 2 Plus).
- All references to the Good News for California Families Receiving CalFresh (SC 362) form have been removed.
- Renumbering of pages for Chapter 1.

Continued on next page

CalFresh Policy Handbook Letter #6569, Continued

**Action time
frame**

Medium Level – At the next staff meeting.

**Affected
cases**

All CalFresh cases will be affected by this information.

**Filing
instructions**

Remove and Replace:

- Chapter 1: Entire Chapter
 - Chapter 4: Pages 4-3 through 4-5, and 4-8
 - Chapter 8: Page 8-17
 - Chapter 9: Pages 9-17 and 9-42
 - Chapter 10: Pages 10-5 and 10-8
 - Chapter 12: Pages 12-8, 12-9 and 12-22
-

Distribution

CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 20, 2014

CALFRESH POLICY HANDBOOK LETTER #6571

CHAPTER 14 – Transitional CalFresh

Overview	CalFresh Policy Handbook (CFPHB) Chapter 14 – Transitional CalFresh has been updated to include additional instructions for cases that are transitioning from Transitional CalFresh (TCF) to regular CalFresh.
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Action time frame	<i>High Level – Share with staff immediately.</i>
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Affected cases	All cases that transition from TCF to regular CalFresh will be affected by this change.
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Filing instructions	<i>Remove and Replace:</i> Page: 14-11 <i>Add:</i> Page: 14-11.1
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Distribution	CalFresh
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DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

JUNE 4, 2014

CALFRESH POLICY HANDBOOK LETTER #6566

CHAPTER 11 – Benefit Issuance

CHAPTER 16 – Disaster CalFresh

Overview	<hr/> <p>CalFresh Policy Handbook (CFPHB) Chapter 11 – Benefit Issuance and Chapter 16 – Disaster CalFresh have been updated to:</p> <ul style="list-style-type: none">• Change the number of the Household Affidavit of Non-Receipt form from DFA 303 to CF 303.• Add a step to the processing requirements of Electronic Benefit Transfer (EBT) replacement benefits. <hr/>
Action time frame	<hr/> <p><i>Medium Level – At the next staff meeting.</i></p> <hr/>
Affected cases	<hr/> <p>CalFresh cases requesting replacement CalFresh benefits will be affected by this information.</p> <hr/>
Filing instructions	<hr/> <p><i>Remove and Replace:</i></p> <p>Pages: 11-9 through 11-11, 16-1, and 16-11</p> <hr/>
Distribution	<hr/> <p>CalFresh</p> <hr/>

DM:SN:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 29, 2014

CALFRESH POLICY HANDBOOK #6568

CHAPTER 1 - Application

Overview This handbook letter adds information and instructions regarding the Express Lane Medi-Cal program to the CalFresh Policy Handbook, including:

- Requirements and effective dates,
 - Aid Codes,
 - Join Medi-Cal notices, and
 - Eligibility determination
-

Action time frame ***High level – Requires immediate distribution to meet the 06/02/2014 implementation deadline.***

Affected cases All CalFresh cases may be affected by this policy.

Change summary Effective 6/2/14, CalFresh Eligibility Workers (EWs) will determine Express Lane Medi-Cal eligibility for CalFresh individuals who request Medi-Cal services and meet certain requirements.

Old Rule	New Rule effective 6/2/14
None	CalFresh individuals who request Medi-Cal must be reviewed for Medi-Cal eligibility by the CalFresh EW using Express Lane eligibility criteria.

Filing instructions ***Remove and Replace:***
Table of Contents – Page 2 of 2

Add:
Pages: 1-78 through 1-93

Distribution CalFresh

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 29, 2014

CALFRESH POLICY HANDBOOK LETTER #6567

CHAPTER 9 – Reporting

Overview

CalFresh Policy Handbook (CFPHB) Chapter 9 – Reporting has been updated to instruct staff to send a SAR 90 – Reminder Letter to CalFresh customers who have submitted an incomplete SAR 7 Eligibility Status Report after:

- Receiving a:
 - 960X SAR – Stop Aid; Report Not Received, or
 - 960Y SAR – Stop Aid; Report Incomplete.
- 10-day Notice of Action (NOA).

The SAR 90 can be found in the Online TAD Forms Catalog.

Action time frame

Low Level – Share at next staff meeting.

Affected cases

All CalFresh cases may be affected by this information.

Filing instructions

Remove and Replace:

Pages: 9-1, 9-9, and 9-25 through 9-27

Distribution

CalFresh

DM:TL:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 28, 2014

CALFRESH POLICY HANDBOOK LETTER #6564

CHAPTER 8 – Income

Overview	The CalFresh Policy Handbook (CFPHB) has been updated to add clarification to the Income Treatment and Verification Chart for College Work Study (CWS) verification.
Action time frame	<i>Low Level – Share at next staff meeting</i>
Affected cases	All CalFresh cases with CWS may be affected by this information.
Filing instructions	<i>Remove and Replace:</i> Page 8-9
Distribution	CalFresh

DM:TL:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 23, 2014

CALFRESH POLICY HANDBOOK LETTER #6563

CHAPTER 5 – Citizens/Noncitizens/CFAP

Overview	CalFresh Policy Handbook (CFPHB) Chapter 5 – Citizens/Noncitizens/CFAP has been revised to:
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- Correct a sponsored noncitizen Section Code, and
 - Add instructions to contact Program Development Division (PDD) if a Section Code does not appear on the list.
-

Action time frame	<i>Low Level – At the next staff meeting.</i>
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Affected cases	CalFresh cases with a sponsored noncitizen may be affected by this change.
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Filing instructions	<i>Remove and Replace:</i> Page 5-41
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Distribution	CalFresh
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DM:TL:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

APRIL 24, 2014

CALFRESH POLICY HANDBOOK LETTER #6562

CHAPTER 10 – Budgeting

Overview Chapter 10 – Budgeting of the CalFresh Policy Handbook (CFPHB) has been updated to add information about budgeting child support income exclusions for households that pay child support on a weekly or biweekly basis, as the conversion factor is not to be used.

Action time frame *Medium Level – Share at next staff meeting.*

Affected cases CalFresh cases with child support income exclusions may be affected by this information.

Change Summary The following has been updated:

Old Policy	New Policy
The Eligibility Worker (EW) used the actual amount of child support that was paid as the income exclusion.	The EW will use the prior 30 days' worth of child support payments to reasonably anticipate an income exclusion for child support paid on a weekly or biweekly basis.

Filing instructions *Remove and Replace:*
Pages: 10-18 through 10-19

Add:
Page 10-19.1

Distribution CalFresh

DM:EK:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

APRIL 15, 2014

CALFRESH POLICY HANDBOOK LETTER #6561

CHAPTER 9 – Reporting

Overview CalFresh Policy Handbook (CFPHB) Chapter 9 – Reporting has been updated to include clarification regarding address change reporting on the SAR 7.

Action time frame ***Medium Level – Review at next staff meeting***

Affected cases All cases that report a report a change of address mid-period will be affected by this information.

Change summary The following update was made:

Old Policy	New policy
If an address change was reported mid-period (prior to the receipt of a SAR 7) and the address section of the SAR 7 was incomplete or missing, this was a valid reason for discontinuance.	If an address change is reported mid-period (prior to the receipt of a SAR 7) and the address section of the SAR 7 is incomplete or missing, this is not a valid reason for discontinuance.

Filing instructions ***Remove and Replace:***
Page: 9-12

Distribution CalFresh

DM:SN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 28, 2014

CALFRESH POLICY HANDBOOK LETTER #6556

CHAPTER 1 – Applications

CHAPTER 4 – Residency

CHAPTER 9 – Reporting

CHAPTER 14 – Transitional CalFresh

Overview

The CalFresh Policy Handbook (CFPHB) has been updated to:

- Incorporate All County Letter (ACL) 13-88 and Interim Instruction Notice (IIN) #13-052 Errata, which provide information regarding households no longer eligible to Transitional CalFresh, including:
 - QR 7/SAR 7 incomplete or not received,
 - Re-Evaluation/Recertification (RE/RC) incomplete or not received,
 - Failure to add a mandatory person,
 - Failure to complete an Inter-County Transfer (ICT) interview in a receiving county, and
 - Failure to cooperate, e.g., failure to appear for an Income and Eligibility Verification System/Quality Control (IEVS/QC) interview.
- Remove references to Transitional CalFresh from the following sections:
 - “Restoration of Eligibility and Benefits,” as this section pertains to cases discontinued for non-receipt of a complete SAR 7.
 - Add person – when a household fails to add a mandatory person mid-period.
 - ICTs – when a customer fails to complete the CalWORKs interview in the receiving county.
- Revise Chapter 14 – Transitional CalFresh to:
 - Update households eligible/ineligible to Transitional CalFresh.
 - Remove references to cases discontinued for no SAR 7.
 - Add procedures for discontinuing CalWORKs/CalFresh until C-IV is programmed correctly.
- Add clarification to the “Change Reporting (CR) Households and Requirements” section, including:
 - The use of the DFA 377.5 (CalFresh Household Change Report), and
 - Reformatting of the section, moving the examples to the end of the section.

Action time frame

Medium Level – Share at next staff meeting.

Affected cases

All CalWORKs/CalFresh cases being discontinued may be affected by this information.

Continued on next page

CalFresh Policy Handbook Letter #6556, Continued

Filing instructions

Remove and Replace:

Pages: 1-64 through 1-73, 4-7, 9-50 through 9-52, 14-1 through 14-4, 14-7 and 14-12 through 14-14

Add:

Page 14-12.1

Archive:

KD FAQs: 4288, 4289, and 4475

Obsolete:

IIN #13-052 ERRATA – Transitional CalFresh Ineligibility

Distribution

CalFresh

BR:EK:sg

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 20, 2014

CALFRESH POLICY HANDBOOK LETTER #6560

CHAPTER 1 – Applications

Overview

CalFresh Policy Handbook (CFPHB) Chapter 1 – Applications has been updated to:

- Revise the form number for the CalFresh Expedited Service Script from FS 31 to CF 31. This form is used by Office Assistants (OAs) to explain potential Expedited Service (ES) eligibility to all CalFresh applicants.
 - Add 12-month contact requirements for CalFresh households with a 24-month certification period.
-

Action time frame

Medium Level – Share at next staff meeting.

Affected cases

All CalFresh cases will be affected by this information.

Filing instructions

Remove and Replace:

Pages: 1-7, 1-8, 1-38, 1-49, 1-50, and 1-52

Add:

Page 1-50.1

Distribution

CalFresh

DM:EK:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 6, 2014

CALFRESH POLICY HANDBOOK LETTER #6557

CHAPTER 1 – Applications

Overview	<p>CalFresh Policy Handbook (CFPHB) Chapter 1 – Applications has been updated to add:</p> <ul style="list-style-type: none">• A process for obtaining the SAWS 2 signature when an application interview is completed over the phone.• When a face-to-face interview is required for CalFresh Recertification (RC) appointments.• The PUB 429 – It's Your Money You Earned It – Now Claim It & Save It to the list of required RC forms, as it had been erroneously removed.• Clarification regarding the SAWS 2 and Re-Evaluations (REs) for CalWORKs/CalFresh cases.• Information from All County Letter (ACL) 12-25E regarding add persons when an application is still pending.
Action time frame	<p><i>Medium Level – At next staff meeting.</i></p>
Affected cases	<p>CalFresh cases with an RC due may be affected by this information.</p>

Continued on next page

Chapter 1 – Applications, Continued

Change summary

The following changes are effective immediately:

Old Policy	New Policy Effective
RC appointments must be scheduled as a phone interview unless the customer: <ul style="list-style-type: none">• Requests a face-to-face interview, or• Does not have a phone.	RC appointments must be scheduled as a phone interview unless the customer: <ul style="list-style-type: none">• Requests a face-to-face interview,• Does not have a phone,• Is homeless, or,• Has an overissuance (OI) for an Intentional Program Violation (IPV) or Welfare Fraud.
When completing an RC, the EW is required to ask the customer if he/she would like a copy of the SAWS 2.	When completing a CalFresh only RC, the EW is required to ask the customer if he/she would like a copy of the SAWS 2. EWs must follow all CalWORKs requirements for CalWORKs/CalFresh cases.
No policy.	When an add person is reported while an application is still pending, the add person is effective: <ul style="list-style-type: none">• The same date as the rest of the household when reported in the same month as the application date.• The first of the month following the month of application when reported in the month after the application date.

Filing instructions

Remove and Replace:

Pages: 1-12, 1-13, 1-54 through 1-56, 1-58, 1-59, and 1-74

Archive:

KD FAQs: 3410, 4472 and 4495

Distribution

CalFresh

DM:EK:wsb

SAN BERNARDINO COUNTY HUMAN SERVICES

FEBRUARY 4, 2014

CALFRESH POLICY HANDBOOK LETTER #6559

CHAPTER 10 – Budgeting

CHAPTER 12 – Deductions/Exclusions

Overview The CalFresh Policy Handbook (CFPHB) has been updated to incorporate All County Letter (ACL) 13-102, which provides:

- A policy stating that a household's self-certified statement is considered verification of dependent care expenses.
- The Dependent Care Cost Affidavit (CF 10), which can be used by the customer to certify a dependent care expense.

Action time frame *Medium Level – Share at next staff meeting.*

Affected cases All CalFresh cases with dependent care expenses will be affected by this information.

Change summary The following has been updated:

- The “Calculating Monthly Deduction Amounts – All Other Expenses” section was updated to clarify the calculation of expenses billed less often than monthly.
- Verification requirements were updated to clarify when and how to verify dependent care expenses.

Filing instructions *Remove and Replace:*
Pages: 10-30 and 12-6

Distribution CalFresh

DM:EK:kc:ts

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 18, 2013

CALFRESH POLICY HANDBOOK LETTER #6555

CHAPTER 7 – Resources

CHAPTER 10 – Budgeting

Overview CalFresh Policy Handbook (CFPHB) Chapters 7 – Resources and Chapter 10 – Budgeting have been updated to remove the minimum CalFresh benefit allotment amount of \$16, as this amount is subject to change every year.

Action time frame *High Level – Share with staff immediately*

Affected cases All CalFresh cases may be affected by this information.

Change summary The following was updated:

Old Policy	New Policy
Households of one or two persons with approved Modified Categorical Eligibility (MCE) status will be entitled to the minimum CalFresh benefit of \$16 per month.	Households of one or two persons with approved MCE status may be entitled to the minimum CalFresh benefit allotment.
Eligibility Workers (EWs) must refer to the <i>CalFresh Allotment Tables</i> .	EWs must refer to the <i>CalFresh Allotment Tables</i> .

Filing instructions *Remove and Replace:*
Pages: 7-8 and 10-39

Distribution CalFresh

AO:CN:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 19, 2013

CALFRESH POLICY HANDBOOK LETTER #6554

CHAPTER 10 – Budgeting

Overview	<p>CalFresh Policy Handbook (CFPHB) Chapter 10 – Budgeting has been updated to:</p> <ul style="list-style-type: none">• Clarify that an overissuance (OI) is not identified when correct benefits cannot be issued due to the 10-day notice requirement when the customer reported a mid-period change timely.• Incorporate All County Letter (ACL) 13-79, which, effective 1/1/14:<ul style="list-style-type: none">– Establishes the benefit allotment reduction for all Administrative Error (AE) OI claims for active CalFresh households to be the greater of:<ul style="list-style-type: none">✓ 5% of the household's monthly CalFresh allotment, or✓ \$10.– Raises the threshold for the establishment of an AE OI from \$35 to \$125 for all inactive CalFresh cases.– Eliminates the \$35 AE OI threshold for active CalFresh cases.
Action time frame	<p><i>High Level – Share with staff immediately.</i></p>
Affected cases	<p>All CalFresh cases may be affected by this information.</p>
Filing instructions	<p><i>Remove and Replace:</i></p> <p>Pages: 10-60, 10-63 through 10-65, 10-69, and 10-74</p>
Distribution	<p>CalFresh</p>

DM:EK:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 9, 2013

CALFRESH POLICY HANDBOOK LETTER #6550

CHAPTER 1 – Applications

Overview

CalFresh Policy Handbook (CFPHB) Chapter 1 – Applications has been updated to:

- Include information from Interim Instruction Notice (IIN) #13-038, which identifies a process for Recertification (RC) packets completed in the month prior to the RC Due Month. IIN #13-038 can be found in the CFPHB for Quarterly Reporting (QR).
- Remove a reference to the CF 22 SAR - Applying for CalFresh Benefits, as this form was not created by the State. The FS 22 SAR is obsolete and will be removed from automated RC packets with the next available C-IV release.

Action time frame

Low Level – Distribute on a flow basis.

Affected cases

All CalFresh cases will be affected by this information.

Change summary

The following updates were made:

Old Policy	New Policy
No policy.	If a RC packet is completed and returned by the customer in the month prior to the RC Due Month: <ul style="list-style-type: none">• By mail or C4Yourself – The Eligibility Worker (EW) will review the packet and send a VER 107 to the customer reminding him/her of the scheduled appointment, advising the customer if any forms are incomplete.• In person – The RC is completed the same day.
The CF 22 SAR was included in the list of forms required for RC packets.	The CF 22 SAR was removed from the list of forms required for RC packets.
The CalFresh Household Change Report (DFA 377.5) must be sent manually by the EW after completing a Non-Assistance CalFresh (NACF) RC appointment.	The CalFresh Household Change Report (DFA 377.5) must be sent manually by the EW to Change Reporting (CR) households after completing a Non-Assistance CalFresh (NACF) RC appointment.

Continued on next page

Chapter 1 – Applications, Continued

Filing instructions

Remove and Replace:

Page 1-58

Add:

Page 1-57.1

Archive:

KD FAQ #4445

Distribution

CalFresh

DM:EK:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

NOVEMBER 12, 2013

CALFRESH POLICY HANDBOOK LETTER #6549

CHAPTER 1 – Applications

Overview	<p>CalFresh Policy Handbook (CFPHB) Chapter 1 – Applications has been updated to include clarification regarding:</p> <ul style="list-style-type: none">• Expedited Service (ES) and e-Applications• Identity verification• Phone interviews for Recertifications/Re-Evaluations (RCs/REs)
Action time frame	<p><i>Medium Level – Review at next staff meeting</i></p>
Affected cases	<p>All CalFresh cases will be affected by this information.</p>
Change summary	<p>The following has been updated:</p> <ul style="list-style-type: none">• Applicants who complete an e-Application must be scheduled an appointment for the fifth calendar day from the date the e-Application is received if the customer:<ul style="list-style-type: none">– Is potentially eligible to ES, and– Does not answer the phone when a call is made to schedule an appointment.• Medi-Cal Eligibility Data System (MEDS) printouts are now acceptable verification of identity.• When scheduling an application or RC appointment for CalFresh-only cases, a phone interview must be scheduled unless the customer requests a face-to-face appointment or does not have a phone.• References to the face-to-face interview requirement for CalWORKs REs were removed.
Filing instructions	<p><i>Remove and Replace:</i></p> <p>Pages: 1-10, 1-15, 1-27, 1-40 and 1-54 through 1-56</p>
Distribution	<p>CalFresh</p>

DM:EK:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

OCTOBER 29, 2013

CALFRESH POLICY HANDBOOK LETTER #6552

CHAPTER 8 – Income

Overview

CalFresh Policy Handbook (CFPHB) Chapter 8 – Income has been updated to include clarification regarding military:

- Pay, and
 - Shelter deduction amount
-

Action time frame

Medium Level – Review at next staff meeting.

Affected cases

All CalFresh cases receiving military pay may be affected by this information.

Change summary

The following updates were made:

Old Policy	New Policy
Military personnel living off-base only had a portion of their Basic Allowance for Housing (BAH) amount added to their gross income.	<ul style="list-style-type: none">• The BAH amount listed on the pay statement will be added to the gross pay.• Military personnel living on-base are entitled to a shelter deduction.

Filing instructions

Remove and Replace:

Pages: 8-55 and 8-56

Distribution

CalFresh

DM:PC:kc

SAN BERNARDINO COUNTY HUMAN SERVICES

SEPTEMBER 26, 2013

CALFRESH POLICY HANDBOOK LETTER #6541

CHAPTER 7 – Resources

Overview

CalFresh Policy Handbook (CFPHB) Chapter 7 – Resources has been updated with the following information regarding Modified Categorical Eligibility (MCE):

- All County Letter (ACL) 12-62E – Households with income exceeding the allowable limits are discontinued at the end of the month in which a timely Notice of Action (NOA) can be provided.
- All County Information Notice (ACIN) I-50-13 – Provides information regarding households who are:
 - Not MCE due to certain disqualifications.
 - Eligible in the month of application to a CalFresh benefit amount less than \$10 – no benefits shall be issued for the initial month.
- A household whose net income exceeds the allowable amount indicated by the *CalFresh Allotment Tables* will have MCE status removed, and the case will be denied/discontinued.
- Incorporation of Knowledge Database (KD) questions/answers.

Action time frame

High Level – Share with staff immediately

Affected cases

All Non-Assistance CalFresh (NACF) cases with MCE status will be affected by these changes.

Continued on next page

Chapter 7 – Resources, Continued

Change summary

The following summarizes the main updates in this chapter:

Old Policy	New Policy
Quarterly Reporting (QR) households reporting income over the gross income limit will be discontinued at the end of the payment quarter.	Households with income exceeding the allowable limits: <ul style="list-style-type: none">• Have MCE removed, and• Are discontinued at the end of the month in which a timely NOA can be provided.
No policy	Households are not considered MCE in the following scenarios: <ul style="list-style-type: none">• Any household member is disqualified for an Intentional Program Violation (IPV).• Household fails to comply with reporting requirements.• The head of household does not comply with work requirements.• Any member of a household has been convicted of a drug-related felony.
No policy	Households eligible in the month of application to a CalFresh benefit amount less than \$10 shall not be issued any benefits for that month.
No policy	Households whose net income exceeds the allowable amount indicated by the <i>CalFresh Allotment Tables</i> : <ul style="list-style-type: none">• Have MCE status removed, and• Are denied/discontinued.

Filing instructions

Remove and Replace:

Pages 7-6 through 7-9

Add:

Page 7-10

Archive:

KD FAQs: 4392, 4347, 4309, 4310, and 4180

Distribution

CalFresh

SAN BERNARDINO COUNTY HUMAN SERVICES SYSTEM

SEPTEMBER 23, 2013

CALFRESH HANDBOOK LETTER #6534

CalFresh Policy Handbook

Overview

The CalFresh Policy Handbook (CFPHB) has been revised to include:

- Implementation of Semi-Annual Reporting (SAR),
- Knowledge Database (KD) questions/answers, and
- Interim Instruction Notices (IINs).

The revised CFPHB is currently online and available for use.

A brief synopsis of the material/changes contained in each chapter is located in the blocks on the following pages.

Previous handbook information

Quarterly Reporting (QR) CFPHB materials will remain available for staff for a period of time to allow for finalization of any case actions prior to 12/31/13, located in the Program Development Division (PDD) Online Handbooks and titled "CalFresh Policy QR". The CFPHB QR material will then be relocated to be available for Program Integrity Division (PID) staff and eventually archived.

Effective date

SAR is effective in San Bernardino County on October 1, 2013.

Continued on next page

CalFresh Policy Handbook, Continued

General changes

The following general changes were made in all chapters:

- Added SAR definitions and terms
 - Updated terminology to reflect SAR and C-IV terms (e.g. QR 7 to SAR 7)
-

Chapter 1 - Applications

The Applications chapter has been revised as follows:

- The certification period is based on the Beginning Date of Aid (BDA).
 - All CalFresh applicants must be evaluated for Expedited Service (ES) regardless of how the ES questions are answered on the application.
 - Recertification (RC) months do not need to be aligned with Medi-Cal Re-Evaluation (RE) months.
 - The following IINs will be archived as they have been incorporated or no longer apply:
 - #13-001 – CalFresh Expedited Service (ES) Policy Changes (incorporated)
 - #13-025 ERRATA – Alignment of CalWORKs and CalFresh Programs (no longer applies)
 - #13-038 – Automated RE/RC packets (incorporated)
-

Chapter 2 - Household Concept

The Household Concept chapter contains only general changes due to SAR. There are no significant policy/procedure changes due to SAR.

IIN 11-39 – Supplemental Security Income/State Supplementary Payment (SSI/SSP) Recipients in a Suspended Status and Eligibility to CalFresh Waiver will be archived due to the expiration of the waiver granting CalFresh eligibility to these recipients.

Chapter 3 - Student Criteria

The Student Criteria chapter contains no significant policy/procedure changes due to SAR. The following KDs were incorporated:

- 4376 - Clarification added regarding when to request the School Attendance and Expense Verification form (VER 106).
 - 3874 – Clarification added for applying excluded financial aid income.
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CalFresh Policy Handbook, Continued

Chapter 4 – Residency

The Residency chapter has been revised as follows:

- SAR households are not required to report an address change mid-period.
 - All County Information Notice (ACIN) I-39-13 was incorporated to clarify that if a homeless minor is temporarily living in the residence of another person, and purchasing and preparing their meals separately, the minor may apply as a separate household unless the minor is temporarily residing with:
 - His/her parent(s), or
 - An individual that has parental control over the minor.
 - KD 4381 was incorporated to clarify the process when a CalWORKs/CalFresh ICT customer fails to show to the interview.
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Chapter 5 - Citizens/ Noncitizens/ CFAP

The Citizens/Noncitizens/CFAP chapter contains only general changes due to SAR. There are no significant policy/procedure changes due to SAR.

Chapter 6 - Work Requirements/ ABAWD

The Work Requirements/ABAWD chapter contains only general changes due to SAR. There are no significant policy/procedure changes due to SAR.

Chapter 7 - Resources

The Resources chapter contains only general changes due to SAR. There are no significant policy/procedure changes due to SAR.

Chapter 8 - Income

The Income chapter has been revised as follows:

- Reasonable anticipation of income and/or expenses has changed so that:
 -
 - All County Letter (ACL) 13-46 is incorporated, stating that federal tax credits and refunds are excluded as income and resources for 12 months from the date of receipt.
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CalFresh Policy Handbook, Continued

Chapter 9 - Reporting

The Reporting chapter has been revised as follows:

- Reasonable anticipation of income and/or expenses has changed so that:
 - Income and expenses are anticipated for the certification period.
 - If income fluctuates, it is not averaged over the certification period. Each month's benefits are based on that month's income.
 - The conversion factor is used whenever a full month's worth of income is received or anticipated, even if income starts or stops within the certification period.
 - A SAR 7 is due in the sixth month after the Beginning Date of Aid.
 - Mandatory mid-period reports:
 - No longer include address changes.
 - Includes the Income Reporting Threshold (IRT) for CalFresh.
 - All voluntary mid-period reports '
 - Must be acted on for Non-Assistance CalFresh (NACF) cases if Verified Upon Receipt (VUR).
 - Only require action for Public Assistance CalFresh (PACF) cases if the report results in increased benefits or if the change was acted on in the CalWORKs case.
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Chapter 10 - Budgeting

The Budgeting chapter has been revised as follows:

- Reasonable anticipation of income and/or expenses has changed so that:
 - Income and expenses are anticipated for the certification period.
 - If income fluctuates, it is not averaged over the certification period. Each month's benefits are based on that month's income.
 - The conversion factor is used whenever a full month's worth of income is received or anticipated, even if income starts or stops within the certification period.
 - Mandatory mid-period reports:
 - No longer include address changes.
 - Now include the IRT for CalFresh.
 - All voluntary mid-period reports '
 - Must be acted on for NACF cases if VUR.
 - Only require action for PACF cases if the report results in increased benefits or if the change was acted on in the CalWORKs case.
 - The conversion factor is not used for child support expenses.
 - Non-Quarterly Reporting (NQR) cases are now referred to as Change Reporting (CR).
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Chapter 11 - Benefit Issuance

The Benefit Issuance chapter contains only general changes due to SAR. There are no significant policy/procedure changes due to SAR.

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CalFresh Policy Handbook, Continued

Chapter 12 – Deductions/ Exclusions

The Deductions chapter has been revised as follows:

- Expenses are anticipated for the certification period.
 - Households reporting a one-time only medical expense may elect to have a one-time deduction or have the expense averaged over the remaining months of the certification period.
 - Mid-period reports of expense changes that cause a decrease of benefits may be acted upon for NACF cases if the report is VUR.
 - The conversion factor is not used for child support expenses.
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Chapter 13 - Fraud/QC/ Appeals

The Fraud/QC/Appeals chapter contains only general changes due to SAR. There are no significant policy/procedure changes due to SAR.

Chapter 14 – Transitional CalFresh

The Transitional CalFresh chapter contains only general changes due to SAR. There are no significant policy/procedure changes due to SAR.

KD 4236 was incorporated to clarify Annual Reporting/Child Only (AR/CO) cases and eligibility to Transitional CalFresh.

Chapter 15 – Charts

The Charts chapter contains only general changes due to SAR. There are no significant policy/procedure changes due to SAR.

Chapter 16 – Disaster CalFresh

The Disaster CalFresh chapter contains only general changes due to SAR. There are no significant policy/procedure changes due to SAR.

Filing instructions

Remove and Replace:

Entire CFPHB.

Obsolete:

- IIN #13-001
- IIN #13-025 ERRATA
- IIN #13-038

Archive KDs:

- 3874
 - 4236
 - 4376
-

Distribution

CalFresh

IIN's

We are publishing all **active** IIN's.

They are organized by **publishing** date from the newest to the oldest.